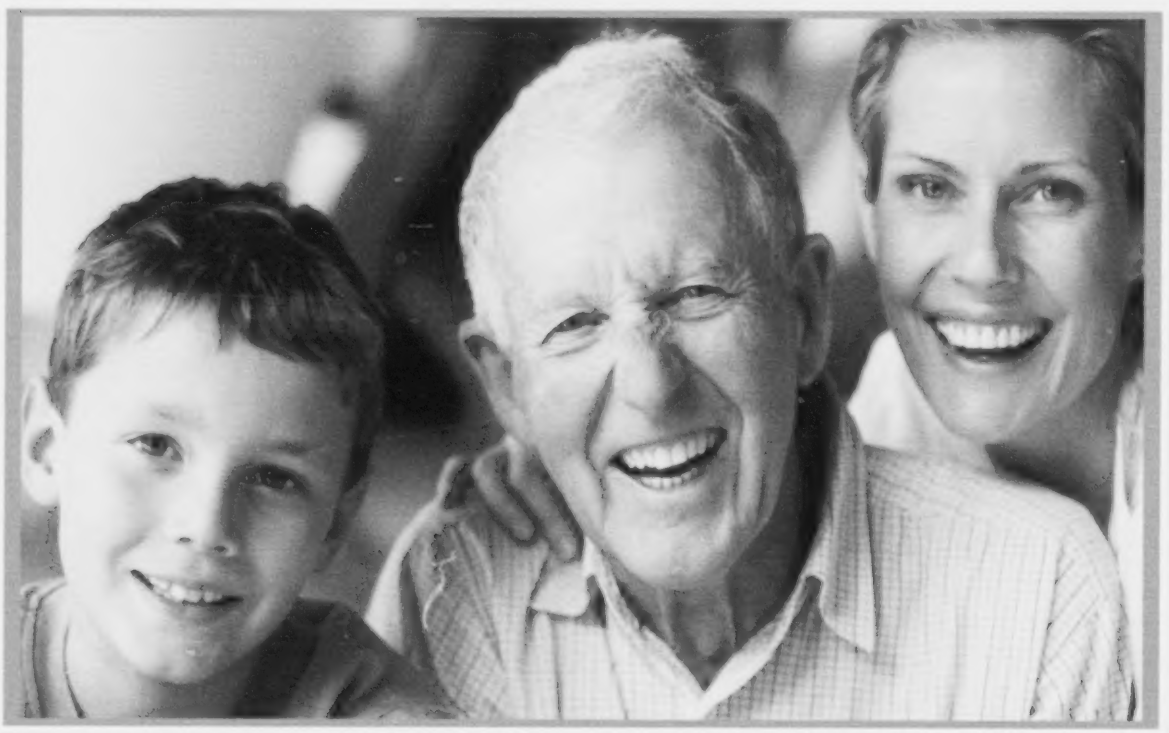
Cypress Health Region
2013 Long Term Care
Family Experience Report

September 2013

Resident and family focused care



Acknowledgements

This report was made possible through the Performance and Quality Management Department. Thank you to family members who responded to the questionnaire, answered our questions, and took the time to include their thoughts and experiences. Thank you also to those Long Term Care managers, directors, and staff who provided valuable feedback on the surveys and the public reports released in 2011 and 2012.

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Message from CEO and Executive Director of Health Services

Dear Resident/Family Member,

Cypress Health Region is pleased to present the results of our third annual Long Term Care satisfaction survey. As in previous years, surveys were sent to the family of each long term care resident in the health region. The results have been tabulated and are presented for your information in the attached report.

Managers and staff in regional Long Term Care facilities use the results specific to their facility to develop programs and strategies to address resident concerns. Our goal is always that your family member will receive the best care possible, whichever long term care facility they live in.

We continue our journey to make our facilities as home-like for your family member as we can make them. We continue to develop a model of care based on the "Eden philosophy of care" and more recently have drawn on the "Small House Model of Care" as well. These are models of care that are resident-centered and the "elder" (long term care resident) is involved in all the decision making regarding their care and the operation of the facility. Everything in the facility is as home-like as possible. We have only begun this journey but continue to make small improvements every day working toward our goal.

We wish to thank all of the family members who completed the survey. It is your feedback that allows us to focus our improvement efforts where they matter the most to you, our residents.

Yours truly,

Beth Vachon
Chief Executive officer

Gloria Illerbrun
Executive Director Health Services

About This Report

In keeping with Cypress Health Region's resident- and family-centered care philosophy, family members of Long Term Care residents were invited once again to share their experiences and to make suggestions for improvements. The response was very good, similar to previous years, with 54% of family members participating. Each year the survey results are shared with the Long Term Care Managers and Directors, senior leadership, the Region's Board of Directors, and made available in facilities for staff and family members to view. The hope is that staff and management are given the evidence they need to build on successes and address areas of concerns.

Survey results are broken down by facility to provide facility-specific feedback that will identify priority areas for improvement work. What may appear to be a priority for the Region may not be an issue for some facilities and the opposite may be true too. Each facility has its own strengths and challenges. The expectation is that managers and staff will look at their facility's results, and ask themselves what they can do to improve care for their residents. The Long Term Care Quality Team will also be using this year's results to guide its recommendations. A summary table of each facility's Quality of Care indicators is available in Appendix B (page 69).

The survey is an important stimulus for improvement due to the fact that it is done annually (to measure progress), covers a range of topics relevant to residents (quality of food, activities, nursing care, environment), and enables facility-by-facility comparison. Comparisons are done in the spirit of improvement, where the hope is that a facility doing very well in

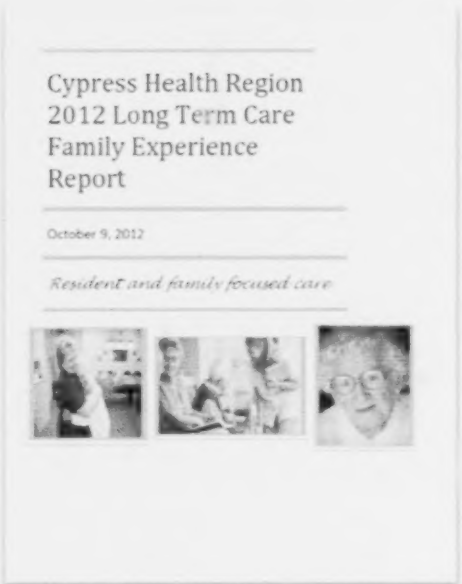
Strengths that shone through!!

- ✓ *Excellent care*
- ✓ *Friendly, caring, loving staff*
- ✓ *Treated as family and feel "at-home"*

Areas that need attention!

- ✗ *Need more nurses and aides to meet residents' needs*
- ✗ *Meal quality and variety*
- ✗ *Types of activities and Physical Therapy/Exercise*
- ✗ *Deteriorating and aging facilities*

one area can share their learnings with other facilities. Perhaps the most important function of the survey is that it provides family members a special opportunity to voice their opinions – in a confidential manner with no need to be concerned about offending staff. One in three respondents said they did not talk to facility staff about concerns they had because they thought staff would take it out on their family member. While staff and management are expected to respond professionally to all concerns, it is perhaps human nature to have such anxieties. The Region hopes to continue to use the survey as a way to engage families and to listen to their experiences.


Cypress Health Region
2012 Long Term Care
Family Experience
Report

October 9, 2012

Resident and family focused care

The Cypress Health Region Long Term Care (LTC) Experience Survey describes how we are doing, from the observations of the family of LTC residents, on various aspects of care. Results are presented for all of the LTC facilities in the Cypress Health Region according to chapters representing the themes in the survey. For most questions asked, four response options were given – never, sometimes, usually and always. Consistent, high-quality, resident-centered care is the ultimate goal for the Region and therefore we only report the percent of responses where the type of care in question was "always" provided. This is best practice in the field of continuous, quality improvement. Since this is the third year using the redesigned survey, 2011, 2012, and 2013 results are included.

Long Term Care Family Member Survey

The Cypress Health Region`s LTC Survey is done on an annual-basis in order to assess the quality of care being provided in all Cypress Health Region facilities and to watch for aspects of care that may need greater attention, as well as to give staff credit for areas where they have excelled. In 2010, the survey was redesigned using a questionnaire from the Consumer

Assessment of Healthcare Providers and Systems (CAHPS) program, an organization that specializes in survey design and validation. This was done to ensure the information being collected is reliable and valid over time. After reviewing the 2011 report, a couple new questions were added to the survey in 2012 (eg. food quality/variety and pain control). As care models evolve (eg. implementation of the Eden philosophy), new questions will be added to aid in evaluation. Because not every resident is able to complete a survey on their own, knowledgeable family members and friends were the survey recipients and were asked to answer questions as best they could from what they observe during their visits. Questions covered topics such as: kindness and caring of nursing staff; resident's basic needs; family experience with staff; care of belongings; perception of activities and services; and overall rating of the LTC facility.

In February of 2013, all families with a family member living in any of the 12 Cypress Health Region LTC facilities (including the St. Joseph Foyer in Ponteix) received a survey questionnaire in their monthly invoice.[1] The package included a letter to the family member, as well as the questionnaire, and a postage-paid envelope to return the completed survey. Surveys were returned to the Quality department to ensure confidentiality. The only residents excluded were those who have a third party payee (Public Trustee, Social Services, WCB) handling their financial affairs and those who had been living in their facility for less than one month. Overall, 54% (230 out of 428) of all people receiving a questionnaire returned it; a response rate that is commendable for a mail out survey and strengthens our confidence in the results reported here. It is this high response rate by family members that allow us meaningful comparisons within the Region and over time – so thank you! For the number of respondents and crude response rate for each facility, see Appendix A (page 68).

[1] In some cases a family member is not the person who receives the resident`s monthly invoice, but rather a friend. The decision was made to send the survey to those who receive the monthly invoice because there is no other centrally accessible database with all primary contact persons for Long Term Care residents. It was noted, however, that if the recipient knew of a more appropriate person to please ask them to complete the questionnaire instead.

Limitations

There are a few limitations to be aware of when considering the survey results. To protect the privacy of the survey respondents from each facility, results were not presented for those with less than five responses as determined on a question-by-question basis. In conjunction, some facilities are quite small, and therefore had small numbers of surveys returned (<10). When dealing with small numbers, results can increase or decrease more easily. Results presented by facility should be interpreted with this in mind, especially from year-to-year in the smaller facilities (eg. Cabri, Leader, Mankota, and Eastend).

Executive Summary

This year marks the third year of the redesigned Long Term Care (LTC) Survey. Having three years of data is helpful in looking for patterns and monitoring improvements or declines. Several key messages came through, both in the form of comments at the end of the survey and in the rankings assigned to each question.

Resident treated like family

Cypress Health Region facilities continue to excel at treating their LTC residents with kindness, courtesy, and respect. Resident family members take notice and find comfort in knowing their loved ones are treated like family by the LTC staff. Treatment of residents by nursing staff continues to be an area where most Cypress Health Region (CHR) facilities performed excellently. When asked if the nurses and aides treated their family member with kindness, 79% (overall) said "always". This rate has continued to increase over the past 3 years the survey has been carried out. Though the perception of residents being treated like family seems more prevalent in the smaller rural facilities, comments from the larger Swift Current facilities also indicated a sense of feeling "at-home" by the resident and family members.

Meals

Many comments were received on the quality and variety of the food served in the CHR LTC facilities. Family members continue to express their view that good-quality meals are one of the only things many residents can look forward to in this end stage of their life and feel it is not too much to ask for. Similar to last year's survey, the rural facilities were generally rated higher than the Swift Current facilities in this area. Many comments were made about the importance of having the food prepared and cooked in the same facility it is being served, "not just warmed up!" This year, ratings on meal quality ranged from a low of 20% (saying "very good or excellent") to 83%. There were fewer positive comments received regarding meal quality and variety and significantly more negative comments, "I don't even know what to say about the food – it's institutional food" and "This is the last stage of their life, it should be better! Home cooking, made completely from scratch at the facility it is served."

Communication

Patient and Family Centered Care is a philosophy that the Cypress Health Region has adopted, and family members continue to feel that communication is an important area of their loved one's care. When family members were asked if they were involved as much as they wanted to be in the decisions about their family member's care, 59% said "always", an increase from last year (54%).

Staffing levels and more time/effort in personal care of resident

This year many family members expressed concerns about not enough time or effort being given to the personal care of the residents. Most attributed this to insufficient staffing levels. Just over 1 in 4 (27%) respondents felt there were "always" enough nurses and aides in the care facility where their family member lived. The results varied depending on the facility, ranging from a low of 9% at the Swift Current Care Centre to a high of 44% in Mankota. It is important to note that family members do not feel the staff is neglecting the residents; they can see how hard the staff is working and commented on the same and the fact that they appear overworked.

Aging facilities

Survey respondents continue to notice that some of Cypress Health Region's LTC facilities are aging and in need of renovations and updating. This has not gone unnoticed by the people who visit our facilities. "Rooms could use paint and repair. They are drab and depressing." and "The facility itself needs a huge renovation, even just repainting the entire place would help a lot." It is important to note that family members still feel the staff do the best they can with the limitations of some of the facilities.

Physical Therapy and Exercise

Physical activity is an important part of everyone's daily life and this is no exception for residents in LTC facilities. Several family members expressed they would like their loved ones to get more physical exercise. "I feel they should get him out of the wheelchair for a daily walk" and "Some concern that Dad is always just in his bed – unsure if he is ever 'made' to get up and be somewhat active" are comments that were received. Of the respondents whose family members used therapy services,

satisfaction was high as 91% "definitely yes/probably yes" felt the therapy services met their goals. Still there were some comments that therapy may have been stopped too early and some facilities that had lower access than others. The number of residents that received therapy varied across facilities with the lowest being 13% and the highest at 69%.

Activities

As in previous surveys, family members continue to feel a resident's involvement in activities is an important part of their day. Almost half of the respondents reported their family member "always or usually" participates in the activities offered by the facility, but a quarter of them did not feel the activities met the full potential or current abilities and interests of the residents. It was noted by family members that their loved ones miss the feeling of being useful and that they are contributing somehow. "Folding their own laundry", "watering plants", or "helping to bake cookies" were some suggestions made by family members. They would like to see a better variety of things offered to their loved ones and even some "outdoor time" when weather permits.

Overall ratings of care

The percentage of people rating a facility or service a "10 out of 10" is often used as a quality measure, where the purpose is to evaluate progress in the quality of care being provided. Respondents were asked to rate the care at the facility on a scale from 0 to 10. This same question is asked of patients who receive care in our hospitals. In 2013, 41% of family members rated care in the LTC facility as a "10". This number slightly increased (1%) from last year but is still less than our first survey year in 2011 (43%). When asked what would need to change in order for the family member to rate the facility as a '10', the three most common themes were: increase staffing levels to allow more time for personal care of resident and one-on-one time with the resident; facility upgrades to rectify building limitations (small bedrooms, poor bathroom situations/set-up); and better quality meals. Family members were also asked if they would recommend the care facility to others. This year 63% (overall) said they would "definitely" recommend the facility to others – a slight improvement from 61% in 2012, but a little lower than the rating in 2011 (69%).

Final Thoughts

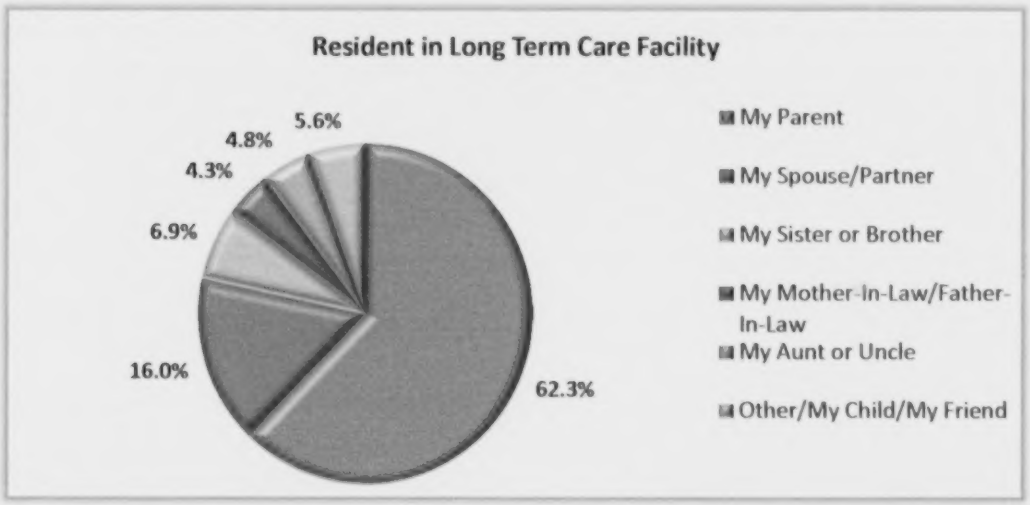
The intent of the LTC survey is to provide managers and staff with on-going feedback from family to guide improvement work. It is one of many ways that a family can have their viewpoint heard. Family members are important resources and are able to help us determine what changes should be made to optimize their loved one's experience. An attractive feature of this report is that it is completed annually to help us identify concerns on an on-going basis. Since 2012, more family members reported that the resident's pain was well-controlled (51% in 2012 and 60% in 2013); satisfaction with meals increased (45% in 2012 to 52% in 2013 - due to better ratings in the rural facilities); fewer said items were damaged during laundry services (48% in 2011 and 34% in 2013); and staff are getting much better at remembering to ensure residents are wearing their aids (74% in 2011 and 86% in 2013). We have observed declines too – such as the drop in satisfaction with nurses/aides ability to explain things in a way that was easy to understand and finding a nurse or aide when needed. It is important to Cypress Health Region that our residents and their families feel they are receiving the best care possible, and should put forward every effort to meet this goal.

The Quality Department welcomes feedback on this survey from family members. It is important that we hear if you find this survey and report to be helpful in making your voice heard. If you have suggestions for additions or modifications to the survey or reporting, we will happily accept your feedback. Please feel free to email Brandy Winquist at (brandy.winquist@cypressrha.ca) or call (306)778-5422.

Chapter 1: The Resident

The first part of the survey asked general questions about the person living in a Cypress Health Region LTC facility, including their relationship to the resident, amount of time spent living in the facility, and their general health and mental state. This information is important for understanding who the residents are. Most survey respondents were children of the resident (62.3%), followed by spouses (16.0%) and siblings (6.9%).

Figure 1.1

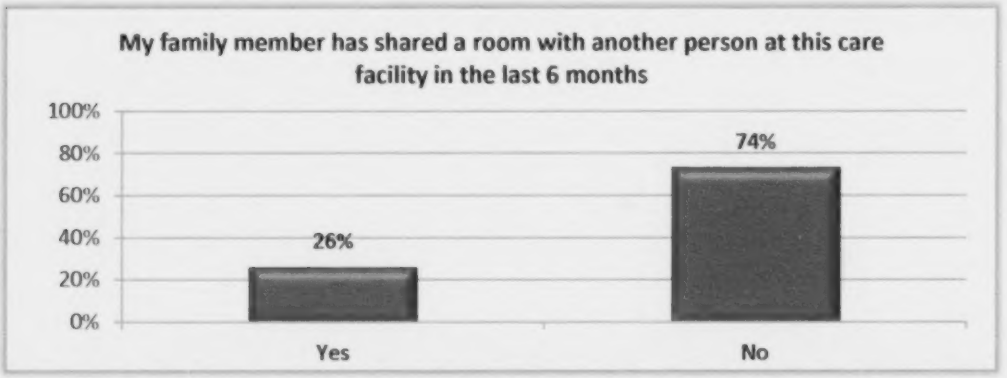


Sixty-five percent of the LTC residents have lived in their care facility for over a year. Most of the survey respondents (97.2%) expect their family members to live in a LTC facility permanently.

Figure 1.2

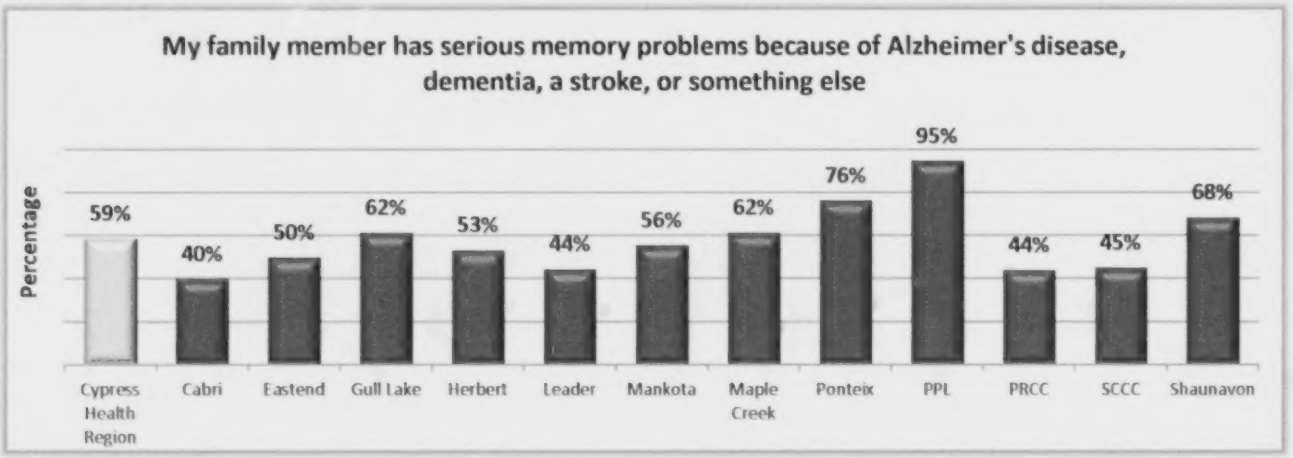
Physical limitations of some facilities require residents to share a room with another person at the facility. The majority of the survey respondents stated that their relative has not shared a room in the past 6 months (74%).

Figure 1.3



Many people living in a long term care setting experience memory problems or suffer from dementia. However, client characteristics change over time and some facilities specialize in care for specific care needs. In Cypress Health Region, 59% of survey respondents reported that their family member has serious memory problems. The Prairie Pioneer Lodge (95%), Ponteix (76%), and Shaunavon (68%) had the highest proportion of residents reported to have serious memory problems, while Cabri had the lowest (40%). And while cognitive problems are common, many respondents (52%) said their family member is "usually or always" capable of making decisions about their own life, including when to get up, what clothes to wear, and which activities to do.

Figure 1.4

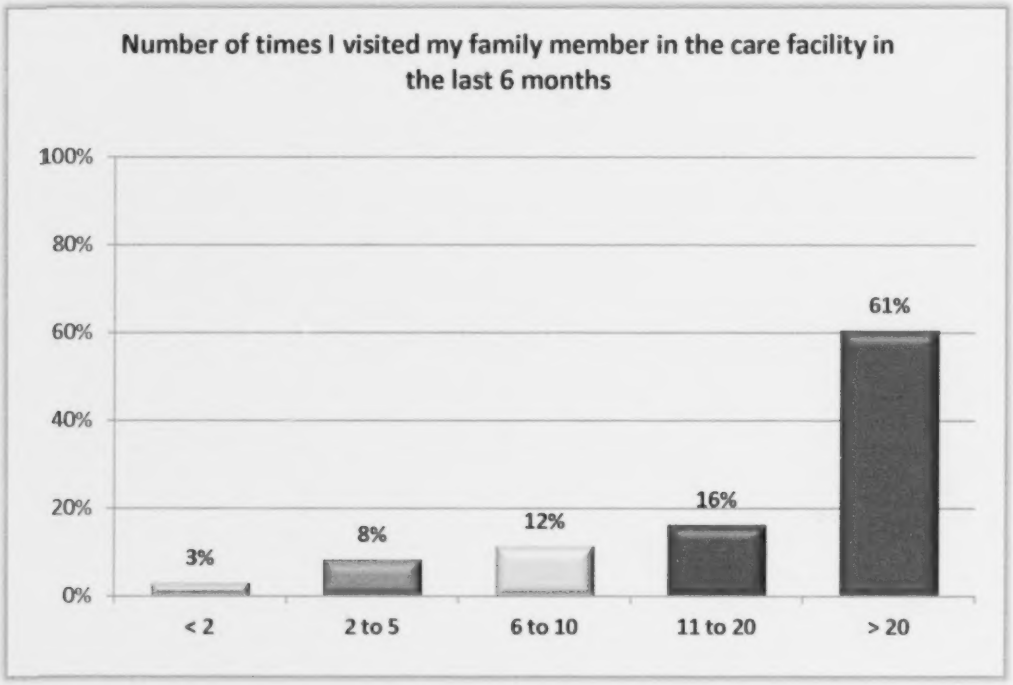


Chapter 2: Visits with Family Members in LTC

When a family member visits their relative, they observe daily life in the LTC facility, and form opinions, both positive and negative, about the care provided. It is very important that they feel their family members are receiving the best care, and have the highest possible quality of life. The visitors are looking to see that their relatives' needs are being met, and that they are treated with respect, kindness, and caring. The second part of the survey asked the respondents about their observations while visiting their family members.

Some survey respondents have more contact with their family member or friend in their care environment than others and this should be kept in mind as it may affect their impression of the typical care provided in the facility. Having said this, Cypress Health Region's goal is to provide excellent care consistently; therefore impressions from someone who is only able to visit on occasion are valuable too. In the six months prior to filling out the survey, over half (61%) of the respondents reported that they had visited their relative more than 20 times. Most of the people (89%) completing Cypress' LTC family member survey saw the resident at least once each month and often more.

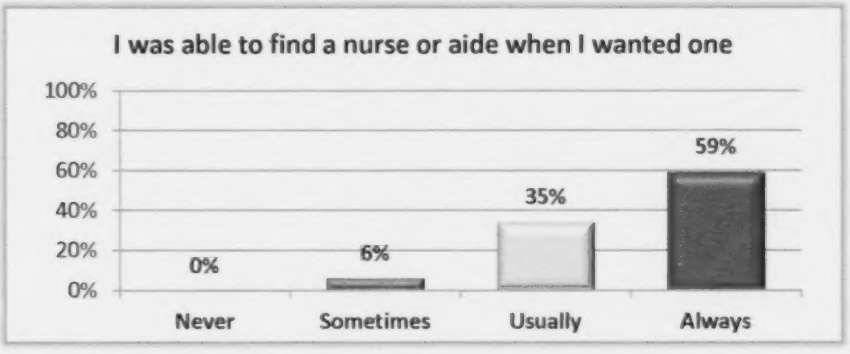
Figure 2.1



Availability of Nurses and Aides

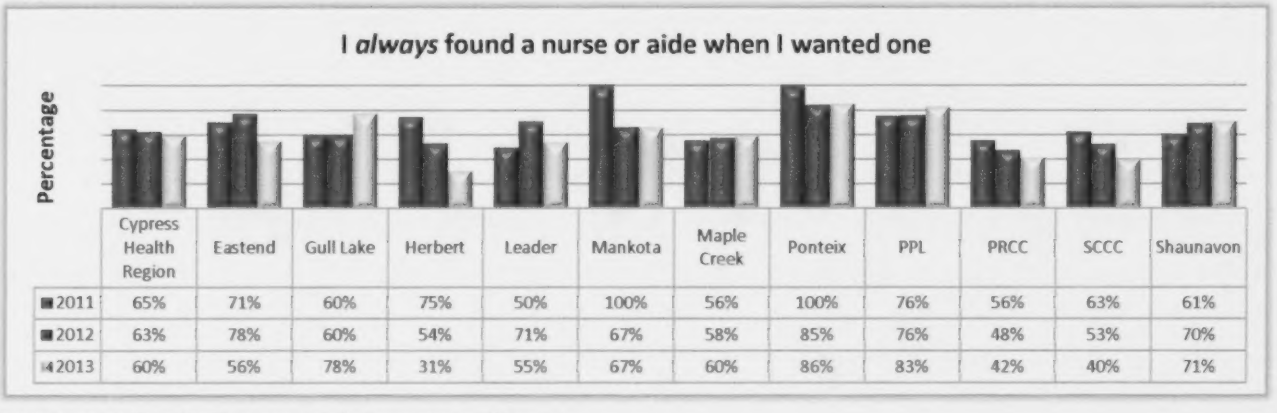
In the last 6 months, almost 8 out of 10 respondents (74%) reported that on one of their visits they had tried to find a nurse or aide. When attempting to find a nurse or aide, 59% reported "always" being able to find one, while 35% were "usually" able to find one, making up the large majority of the responses (94%).

Figure 2.2



Here we report the percentage of respondents who said that they "always" found a nurse or aide when they wanted one, as opposed to "sometimes", "usually", or "never". The regional result was very similar to one year prior, with 60% saying they "always" found a nurse or aide when they wanted one. Ponteix and PPL scored the highest with 86% and 83% of respondents reporting "always". Palliser Regional Care Centre, Swift Current Care Centre, and Herbert had the lowest rating with percentages below 45%. In 2013, some facilities had scores similar to their 2012 performance, but there was a notable drop in Eastend, Herbert, Leader and SCCC and a substantial increase in Gull Lake.

Figure 2.3



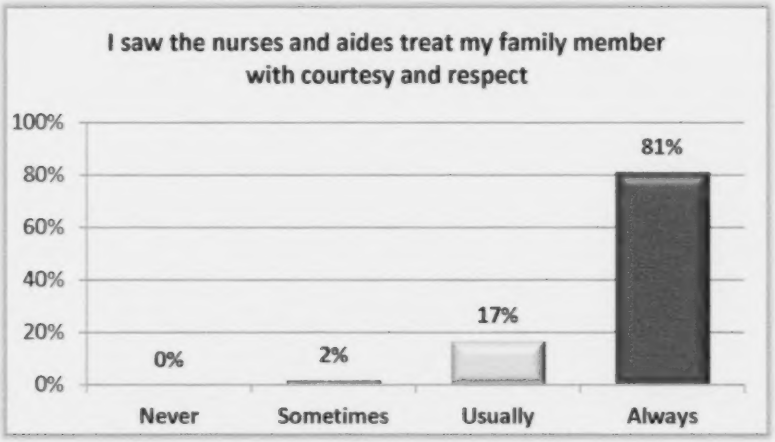
	Cypress Health Region	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	65%	71%	60%	75%	50%	100%	56%	100%	76%	56%	63%	61%
2012	63%	78%	60%	54%	71%	67%	58%	85%	76%	48%	53%	70%
2013	60%	56%	78%	31%	55%	67%	60%	86%	83%	42%	40%	71%

*Cabri's 2011, 2012, and 2013 response numbers were too small to report.

Treatment by Nurses and Aides

It is very important to both the resident and their family that they be treated with respect. When asked if they saw nurses and aides treat their family member with courtesy and respect, 81% of respondents reported "always".

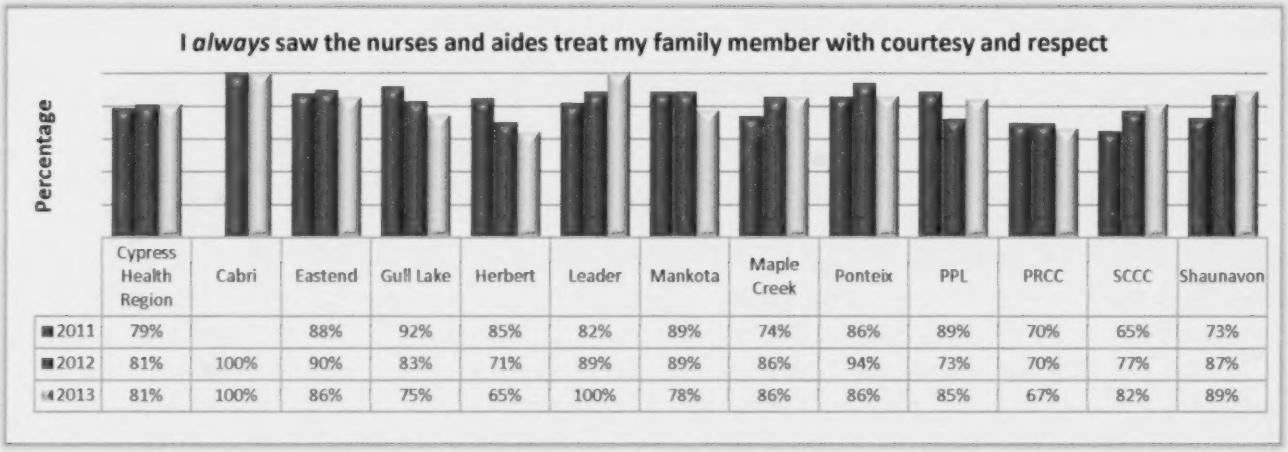
Figure 2.4



"I find the staff to be very caring and supportive of my Mother and her diminishing health. They show genuine care and respect!" (PRCC)

When examining the "always" responses by facility, 5 out of 9 rural facilities performed above the regional average of 81%. Cabri and Leader had the highest rates. Herbert (65%) and Palliser Regional Care Centre (67%) and had the lowest percentages, with almost 3 out of 10 respondents not "always" witnessing courtesy and respect.

Figure 2.5



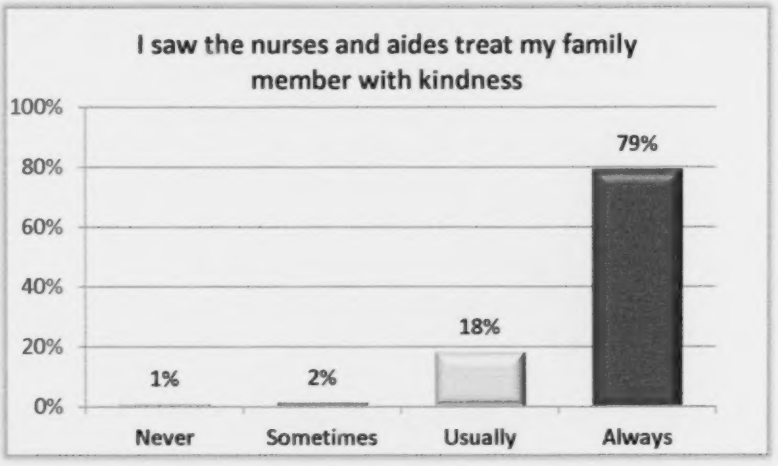
	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	79%		88%	92%	85%	82%	89%	74%	86%	89%	70%	65%	73%
2012	81%	100%	90%	83%	71%	89%	89%	86%	94%	73%	70%	77%	87%
2013	81%	100%	86%	75%	65%	100%	78%	86%	86%	85%	67%	82%	89%

*Cabri's 2011 response number was too small to report.

Just as important as courtesy and respect, kindness is a key component of the care provided to the residents. More than three quarters of respondents (79%) reported that their family members were "always" treated with kindness. This is a testament to the commitment and character of our staff.

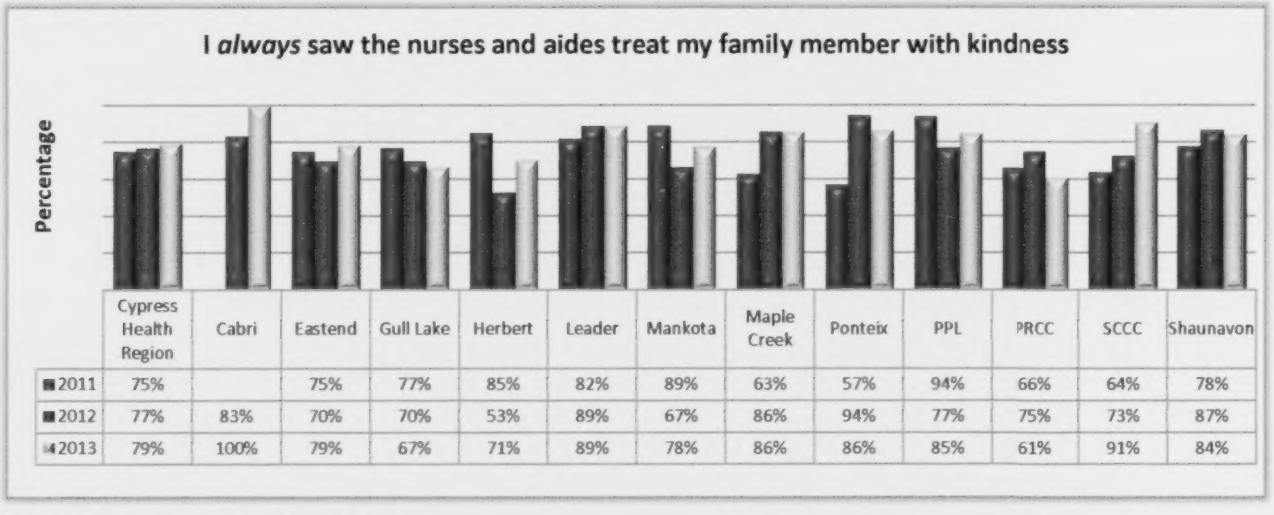
Figure 2.6

"The nurses and aides seem to really enjoy their work and it shows. They are all very friendly and are very good to my Mom, lots of patience and kindness." (PPL)



While the regional average was 79%, the percent of respondents reporting they "always" saw nurses and aides treat their family member with kindness varied by facility. Cabri and SCCC had the highest percentages at 100% and 91% (respectively), while PRCC and Gull Lake came in lowest at 61% and 67% (respectively).

Figure 2.7

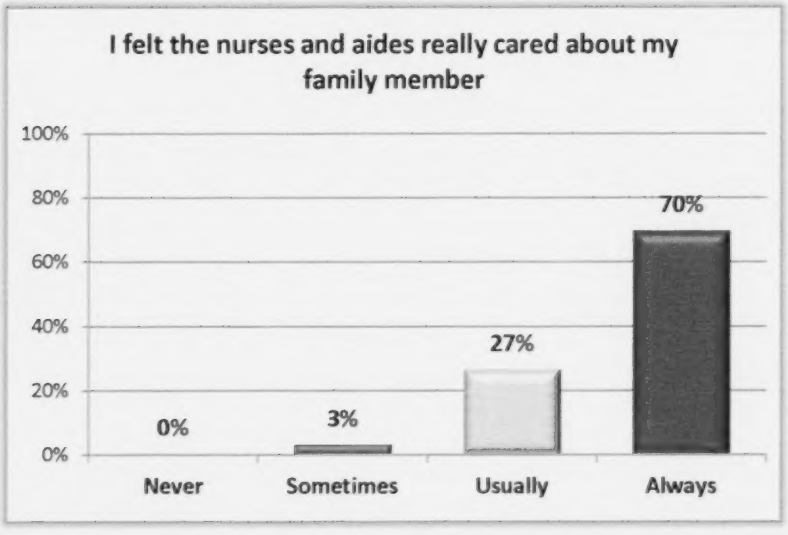


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	75%		75%	77%	85%	82%	89%	63%	57%	94%	66%	64%	78%
2012	77%	83%	70%	70%	53%	89%	67%	86%	94%	77%	75%	73%	87%
2013	79%	100%	79%	67%	71%	89%	78%	86%	86%	85%	61%	91%	84%

*Cabri's 2011 response number was too small to report.

Because family cannot be with the resident much of the time, it is comforting to feel that staff sincerely care about them. While most respondents (70%) said they "always" felt nurses and aides really cared about their family member, the results here were not quite as favourable as for the question on being treated with kindness (79%).

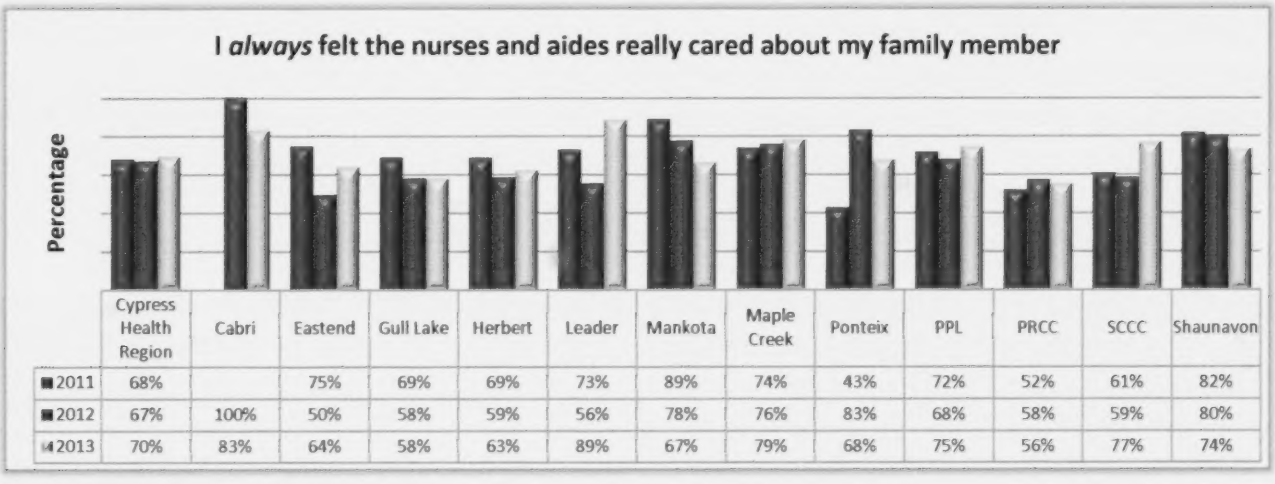
Figure 2.8



"They take very good care of my Mom. They give extra hugs and even come to Mom's room when going off shift to say good-bye. They are positive and take extra care in dressing Mom and doing fancy things with her hair." (SCCC)"

Leader came in at the top at 89%, which was a fairly dramatic improvement from 2012. Herbert (63%), Gull Lake (58%), and PRCC (56%) performed less well.

Figure 2.9

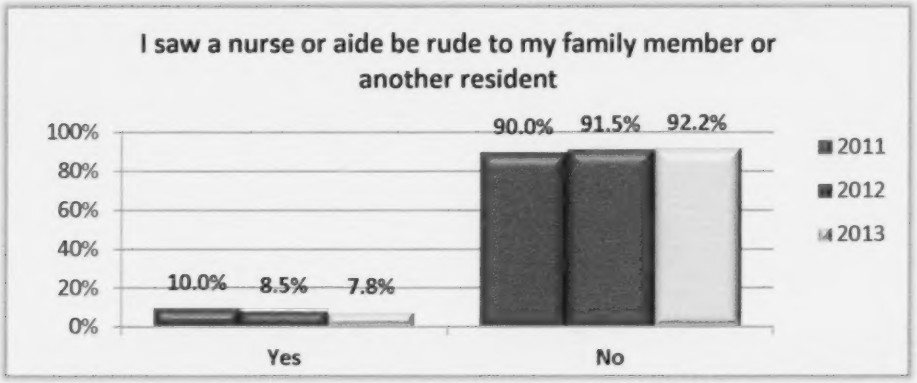


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	68%		75%	69%	69%	73%	89%	74%	43%	72%	52%	61%	82%
2012	67%	100%	50%	58%	59%	56%	78%	76%	83%	68%	58%	59%	80%
2013	70%	83%	64%	58%	63%	89%	67%	79%	68%	75%	56%	77%	74%

*Cabri's 2011 response number was too small to report.

While it is quite uncommon for respondents to report that a nurse or aide was rude to their relative or another resident (7.8%), this is highly undesirable behavior and warrants attention. The percentage of family members reporting such behaviour has decreased over the past three years.

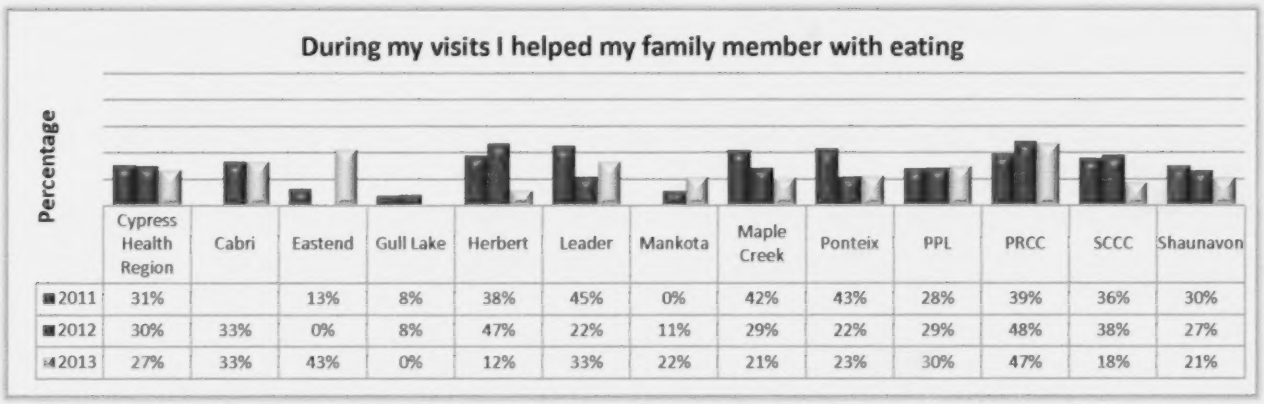
Figure 2.10



Help with Daily Activities

When family members and friends visit the LTC residents, they may be comfortable and willing to help the resident with such things as eating and drinking. Having family members involved with these daily activities is encouraged as it is often very beneficial for the resident. The survey asked the respondents, "In the last 6 months, during any of your visits, did you help your family member with eating?" Within the region, 27% of respondents reported that they had helped their family member to eat during one of their visits. This percentage varied by LTC facility, but all percentages were below 50%.

Figure 2.11

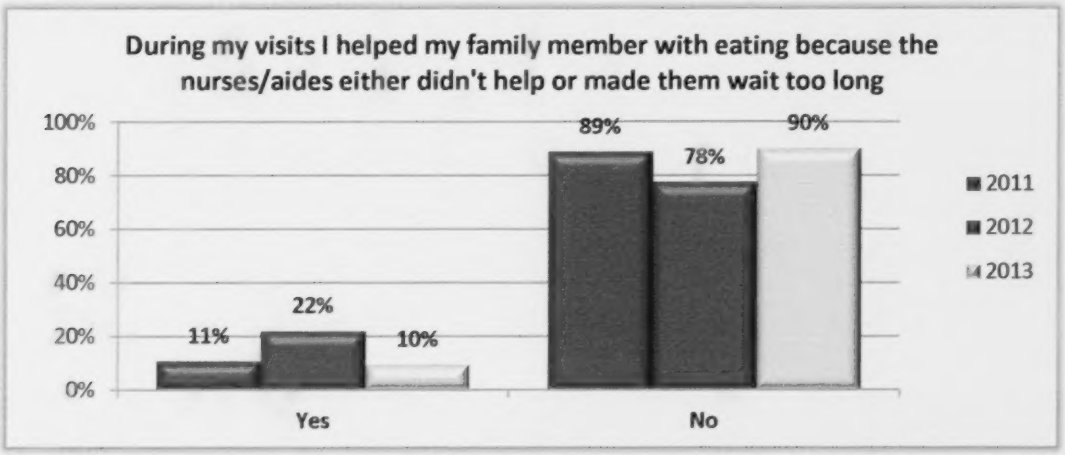


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	31%		13%	8%	38%	45%	0%	42%	43%	28%	39%	36%	30%
2012	30%	33%	0%	8%	47%	22%	11%	29%	22%	29%	48%	38%	27%
2013	27%	33%	43%	0%	12%	33%	22%	21%	23%	30%	47%	18%	21%

*Cabri's 2011 response number was too small to report.

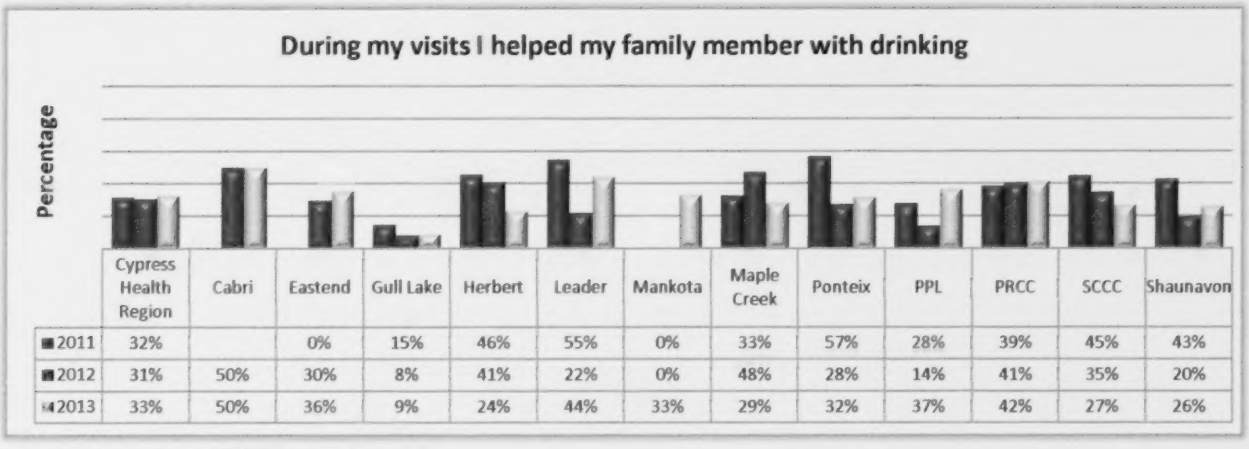
There are many reasons why the respondents may help the resident with eating. It is important to recognize that the reason for helping is not necessarily due to the staff making them wait or not helping. Having said that 10% of respondents reported that they helped their relative eat because the nurses and aides didn't help or made them wait too long. This rate decreased by more than half in 2013, but was similar to the 2011 result. PRCC and Eastend were the facilities where family members were the most likely to report this.

Figure 2.12



Very similar to the question about eating, 33% of respondents in CHR helped their family member with drinking on one of their visits in the last 6 months. The responses, again, varied by facility. Cabri, Leader, and PRCC had the highest percentages at 50%, 44%, and 42% respectively.

Figure 2.13

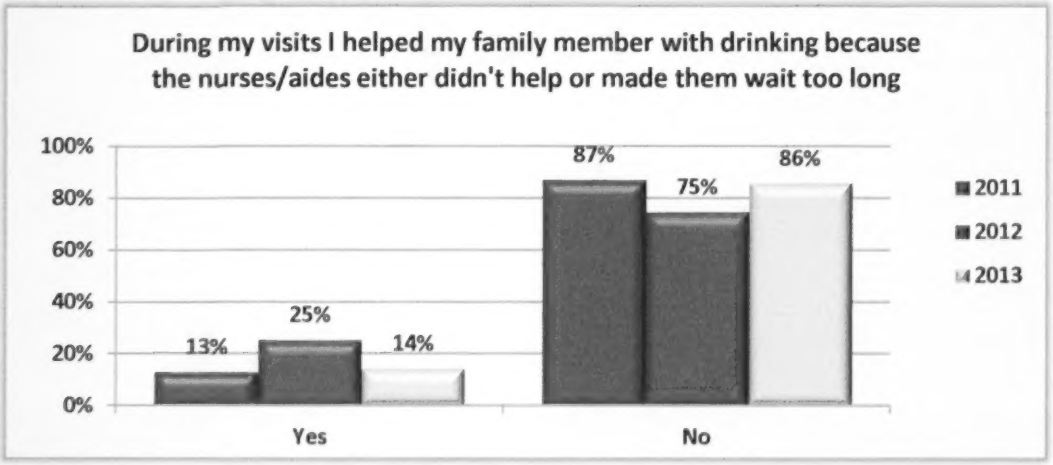


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	32%		0%	15%	46%	55%	0%	33%	57%	28%	39%	45%	43%
2012	31%	50%	30%	8%	41%	22%	0%	48%	28%	14%	41%	35%	20%
2013	33%	50%	36%	9%	24%	44%	33%	29%	32%	37%	42%	27%	26%

*Cabri's 2011 response number was too small to report.

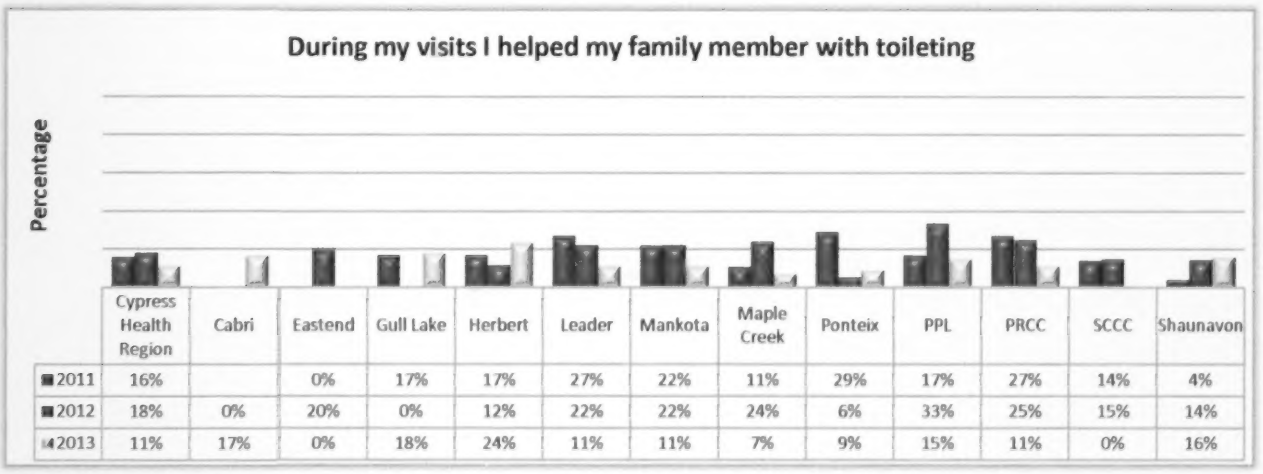
When asked if they helped because the nurses either didn't help or made them wait too long, 14% of family members said "yes". This rate reduced significantly since 2012, but was similar to the 2011 result. SCCC and PRCC had the highest rates.

Figure 2.14



Help toileting includes helping someone get on and off the toilet or helping change disposable briefs or pads. Due to safety concerns, visiting family and friends are generally not to help with toileting, but are instead encouraged to find a nurse or aide if the resident needs assistance. A low percentage of respondents (11%) reported helping their family member with toileting overall, but the rate varied by facility. Herbert was the highest at 24%.

Figure 2.15

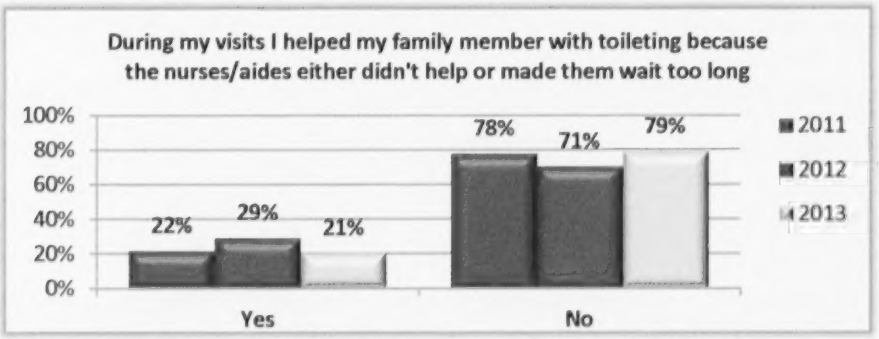


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	16%		0%	17%	17%	27%	22%	11%	29%	17%	27%	14%	4%
2012	18%	0%	20%	0%	12%	22%	22%	24%	6%	33%	25%	15%	14%
2013	11%	17%	0%	18%	24%	11%	11%	7%	9%	15%	11%	0%	16%

*Cabri's 2011 response number was too small to report.

It is very important that the family and friends of the residents feel their family member is assisted with toileting in a timely manner due to the discomfort waiting may cause. It is also a safety issue if the resident tries to toilet without proper assistance. Out of those family members who helped the resident with toileting (11%), approximately 2 out of 10 did so because the nurses and aides didn't help or made them wait too long. This rate decreased since 2012 and was most commonly reported by family of residents at the Palliser Regional Care Centre where the percentage actually increased by 3% (33%).

Figure 2.16

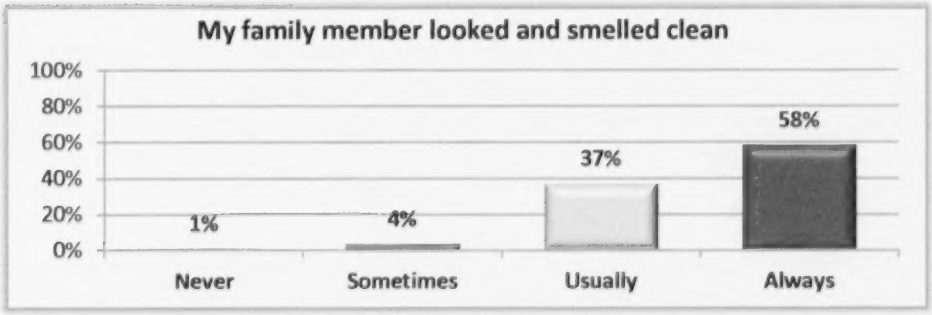


"What I wonder about is the response time with attending to my parent. I find she doesn't always get a commode within 10 minutes of pushing her bell, probably due to shortage of staff." (PRCC)

Patient Hygiene

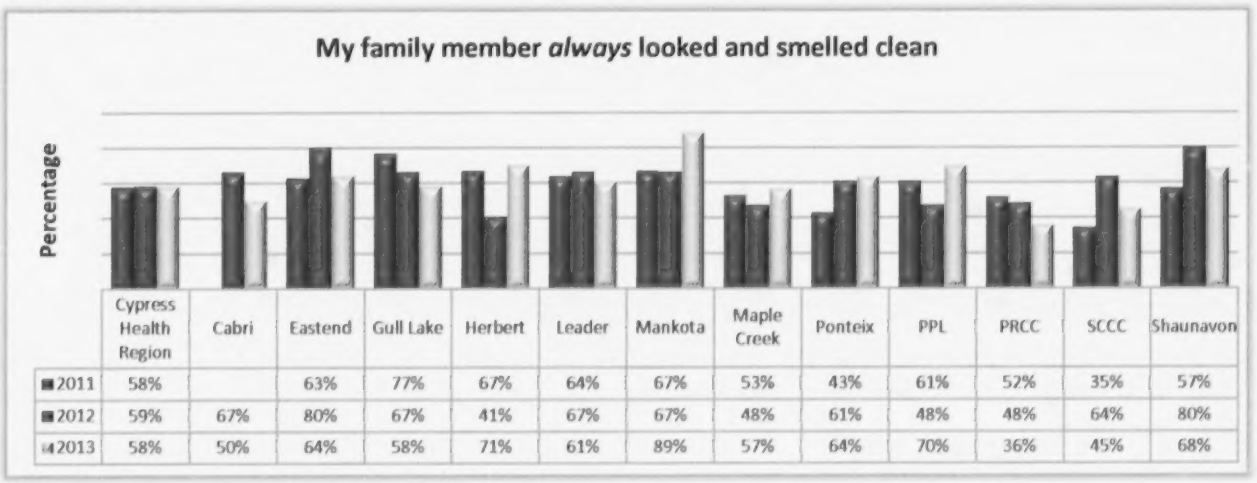
When visiting, one of the initial things respondents notice is if their family member looks and smells clean. This very basic assessment certainly contributes to their overall opinion of the quality of care provided at the facility. Having said that, residents' personal preferences for bathing frequency will vary individual-to-individual and staff typically will not force residents to bathe. Over half of respondents (58%) reported that their family member "always" looked and smelled clean. Of the rest of the responses, 37% reported "usually", 4% said "sometimes", and 1% reported that their relative "never" looked and smelled clean.

Figure 2.17



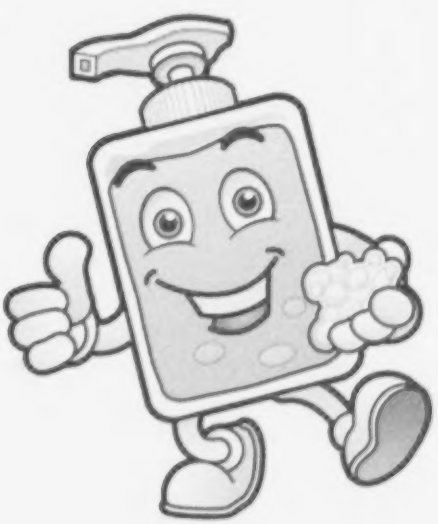
The percent of "always" responses fluctuated according to facility. The facility with the greatest proportion of "always" responses was Mankota (89%). In contrast, the lowest percentages of responses were at PRCC (36%), SCCC (45%), and Cabri (50%). Compared to 2012 results, Mankota, Herbert and PPL all improved notably and received ratings above the regional average. Results at Cabri, Eastend, and SCCC dropped significantly. The PRCC has continued to decline, with just 36% of respondents saying their family member was "always" clean.

Figure 2.18



	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	58%		63%	77%	67%	64%	67%	53%	43%	61%	52%	35%	57%
2012	59%	67%	80%	67%	41%	67%	67%	48%	61%	48%	48%	64%	80%
2013	58%	50%	64%	58%	71%	61%	89%	57%	64%	70%	36%	45%	68%

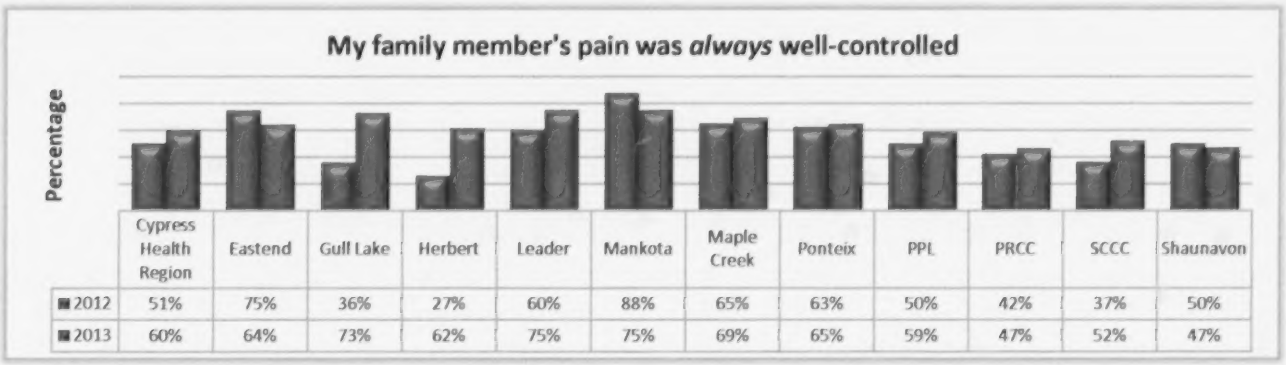
*Cabri's 2011 response number was too small to report.



Pain Control

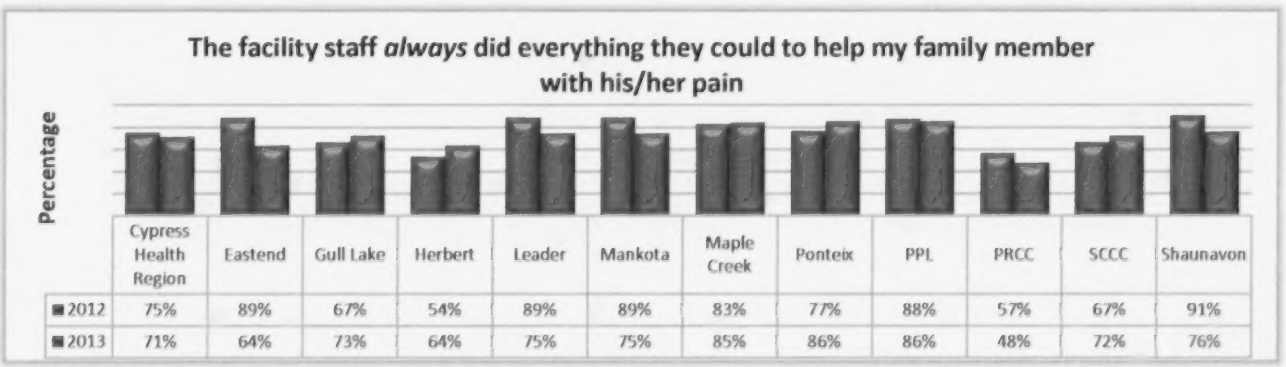
Helping to alleviate pain for a resident can greatly increase their overall quality of life. There are many best practice resources available to assess people's pain and develop a plan to help reduce the experience of pain. One local tool is the MDS and its associated manuals, which are meant to help nurses develop individual care plans for each resident. When asked if their family member's pain was "always" well-controlled, the results ranged from 47%-75% compared to last survey results of 27%-88%. Gull Lake, Herbert, and the SCCC were rated poorly in 2012, but saw large improvements this year. Mankota is the facility that has received the best ratings on pain control. As a follow-up, family members were asked if they felt staff did everything they could to help with the resident's pain. The majority (71%) believed staff "always" did what they could to help, with some facility-by-facility variation.

Figure 2.19



	Cypress Health Region	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2012	51%	75%	36%	27%	60%	88%	65%	63%	50%	42%	37%	50%
2013	60%	64%	73%	62%	75%	75%	69%	65%	59%	47%	52%	47%

Figure 2.20



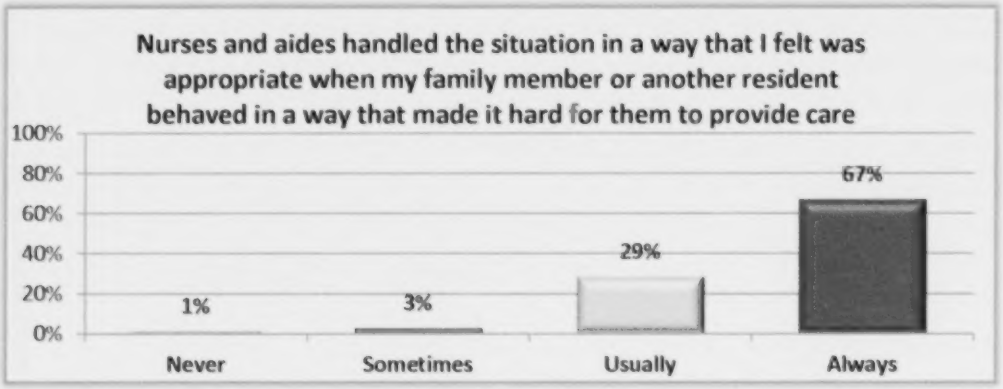
	Cypress Health Region	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2012	75%	89%	67%	54%	89%	89%	83%	77%	88%	57%	67%	91%
2013	71%	64%	73%	64%	75%	75%	85%	86%	86%	48%	72%	76%

*Cabri's 2012 and 2013 response numbers were too small to report in both these areas.

Handling Difficult Situations

Sometimes residents make it hard for nurses and aides to provide care by doing things like yelling, pushing, or hitting. Just over 31% of respondents reported seeing their family member or another resident behave in a way that made it hard to provide care. When dealing with these residents, 67% of respondents reported that the nurses and aides "always", and 29% "usually" handled the situation appropriately.

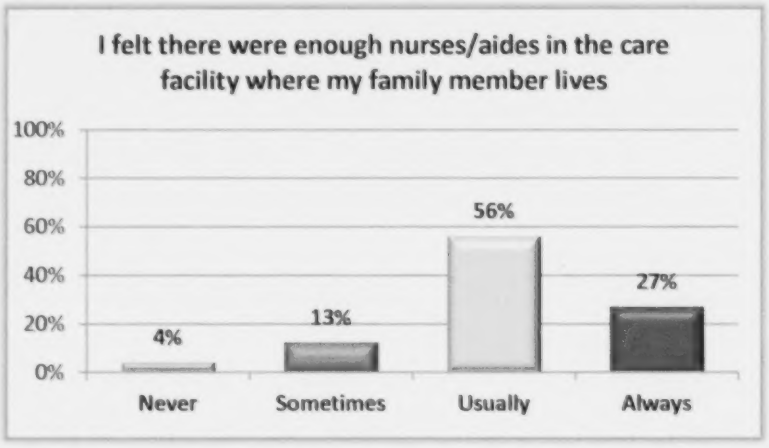
Figure 2.21



An important issue in Cypress Health Region is having the appropriate number of nurses and aides working in each facility. When asked if they felt there were enough nurses and aides in their family member's facility in the past 6 months, the majority of respondents reported "usually" (56%) and "always" (27%). Still an important finding was that almost one in five respondents (17%) said there were "never/sometimes" enough nurses and aides.

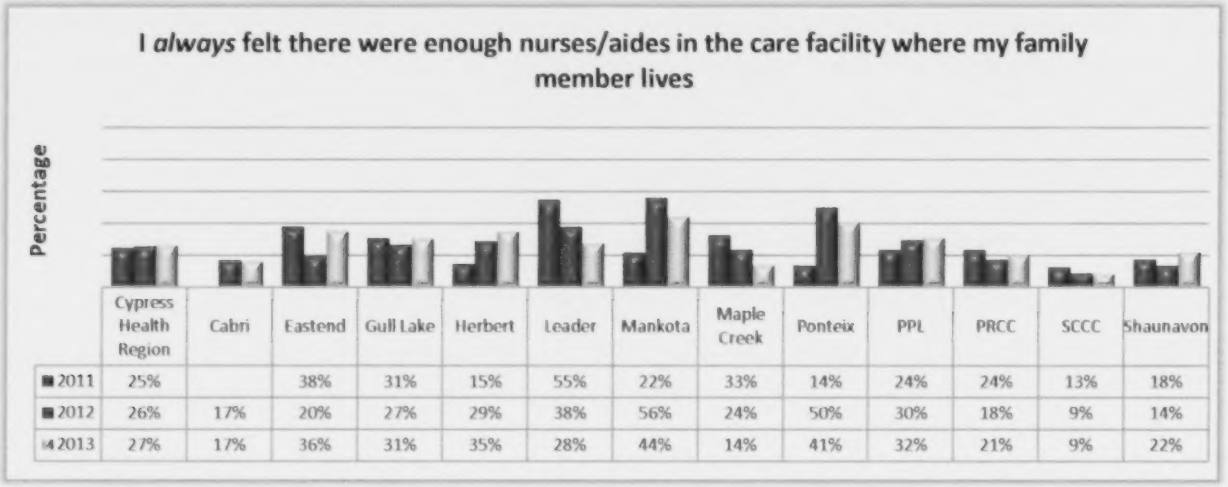
"In the last months, the care aide's workload has increased so much they are not able to provide enough or spend any extra time with the residents. They are always rushed. There could be more aides to help with workload." (PRCC)

Figure 2.22



When the percent of "always" responses were broken down by facility, the percentages varied greatly, with some exceptions. Mankota (44%) and Ponteix (41%) had the highest percentages but both experienced a decrease since last survey. While SCCC (9%), Maple Creek (14%), and Cabri (17%) had the lowest percentages and had similar low ratings previously.

Figure 2.23



	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	25%		38%	31%	15%	55%	22%	33%	14%	24%	24%	13%	18%
2012	26%	17%	20%	27%	29%	38%	56%	24%	50%	30%	18%	9%	14%
2013	27%	17%	36%	31%	35%	28%	44%	14%	41%	32%	21%	9%	22%

*Cabri's 2011 response number was too small to report.

"While the staff works hard to care for the residents, I believe the facility would benefit from additional nurses and care aides. While basic needs are met, I believe that my family assists in visiting with other residents whose days are long. Perhaps additional staff could visit one-on-one or in small groups with residents." (Shaunavon)

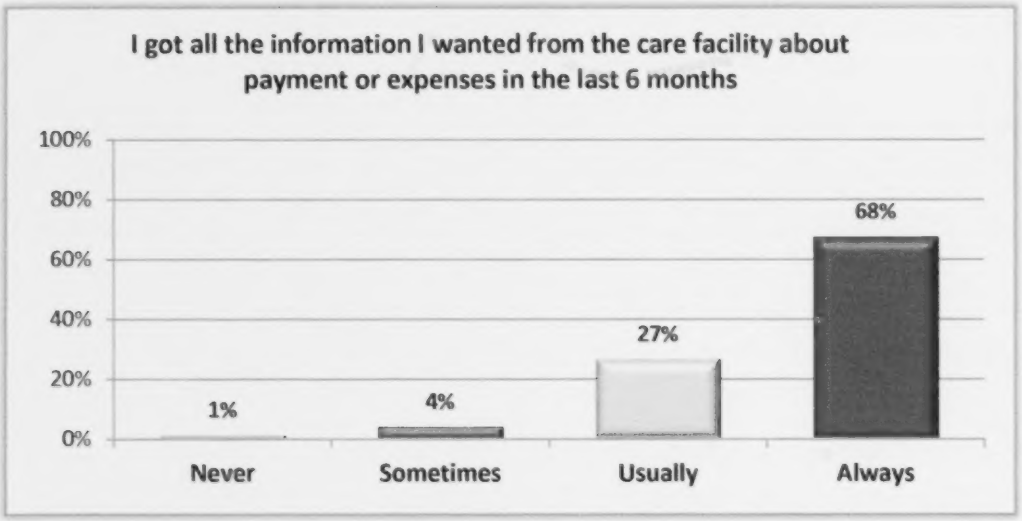
"I have witnessed other residents not being fed when they are clearly unable to feed themselves. Are the aides too busy or not fulfilling their duties? I have been told by many of them that they are too busy." (PRCC)

Chapter 3: Experience with Facility Staff

Another important aspect of a family member's visit to the LTC facility is their own interaction with nurses, aides, and other staff members. Being able to ask questions, and receive appropriate answers in a timely fashion is expected, and the best way to maintain communication with the resident's family. This section presents results pertaining to the survey respondent's interaction with the facility's staff.

An important role of family members in the care of the residents is through the organization of payments and expenses. On occasion, there may be questions for the LTC facility regarding this subject. In the 6 months prior to filling out the survey, 3 out of 10 respondents reported that they asked the LTC facility for information about payments and expenses. Of those requesting information, 68% "always", and 27% "usually" received all the information about payment and expenses that they wanted.

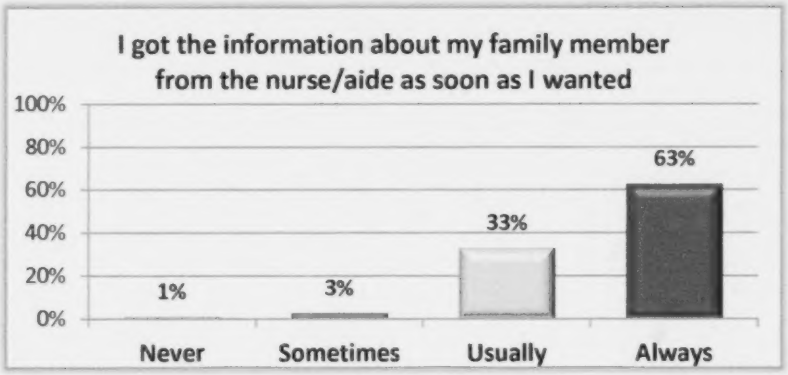
Figure 3.1



When visiting, it is likely that family members will have questions for nurses and aides about the resident. In the last 6 months, 80% of respondents reported that they wanted to get information about their family member from a nurse or aide. When seeking information, 63% of respondents were "always", and 33% were "usually" able to get the information from a nurse or aide as soon as they wished. On the other hand, 3% were only "sometimes", and 1% were "never" able to get the information as soon as they wanted.

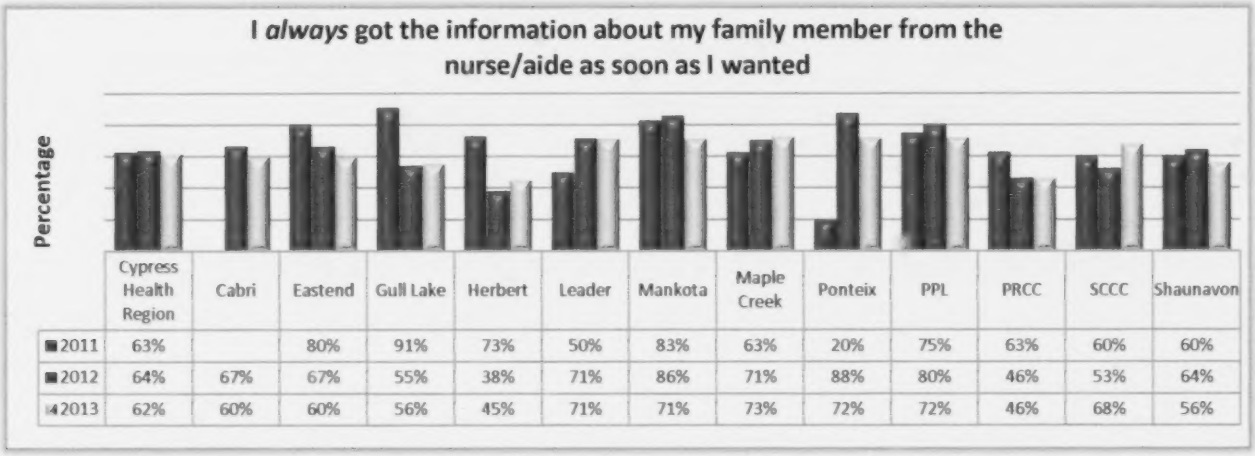
"We have made strides with the communication between family members and the patient's care. There is always room for improvement but I feel that the staff is working on that." (PRCC)

Figure 3.2



When examining the percentage of "always" responses by facility, the most notable improvement was in SCCC, where the result increased by 15% over last year. The top performer this year was Maple Creek at 73%.

Figure 3.3

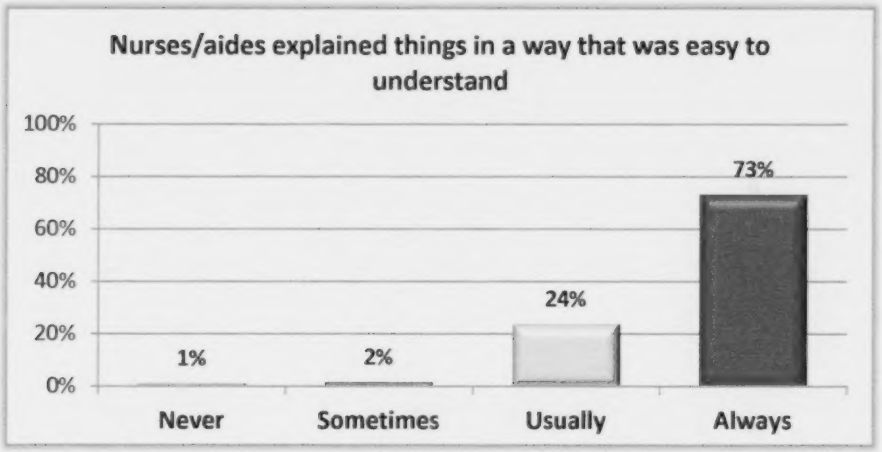


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	63%		80%	91%	73%	50%	83%	63%	20%	75%	63%	60%	60%
2012	64%	67%	67%	55%	38%	71%	86%	71%	88%	80%	46%	53%	64%
2013	62%	60%	60%	56%	45%	71%	71%	73%	72%	72%	46%	68%	56%

*Cabri's 2011 response number was too small to report.

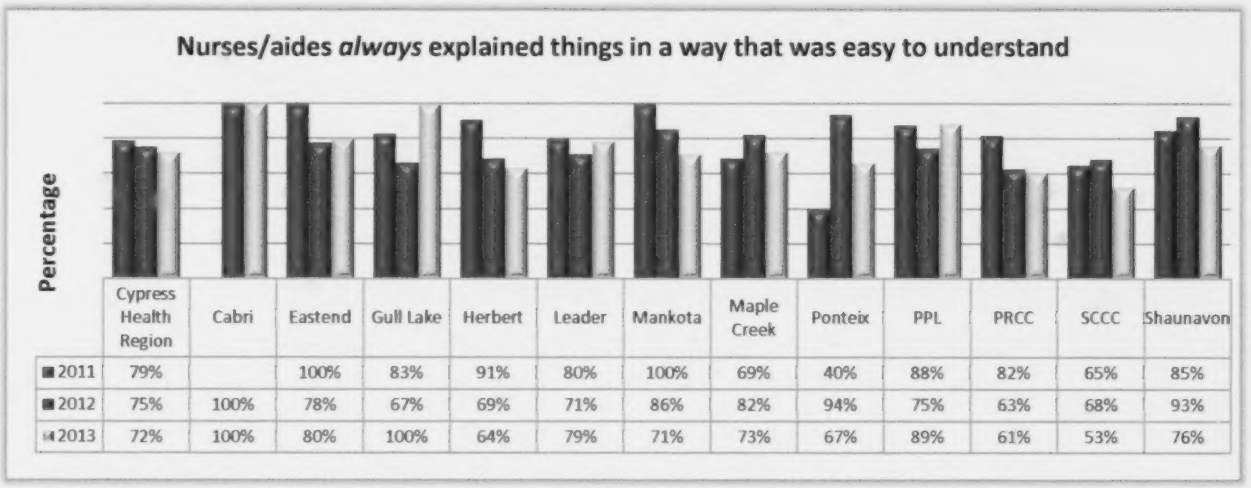
The large majority (73%) of respondents reported "always" receiving information from nurses and aides that was easy to understand. Conversely, the percent reporting "sometimes" and "never" were 2% and 1% respectively.

Figure 3.4



In the Cypress Long Term Care facilities, nurses and aides generally did very well explaining things in a way the respondents understood. Gull Lake, Cabri, and PPL did very well on this quality of care indicator, with all or most respondents saying that nurses and aides 'always' explained things in a way that was easy to understand. Fewer respondents rated the SCCC (53%), PRCC (61%), and Herbert (64%) in a positive light.

Figure 3.5



	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	79%		100%	83%	91%	80%	100%	69%	40%	88%	82%	65%	85%
2012	75%	100%	78%	67%	69%	71%	86%	82%	94%	75%	63%	68%	93%
2013	72%	100%	80%	100%	64%	79%	71%	73%	67%	89%	61%	53%	76%

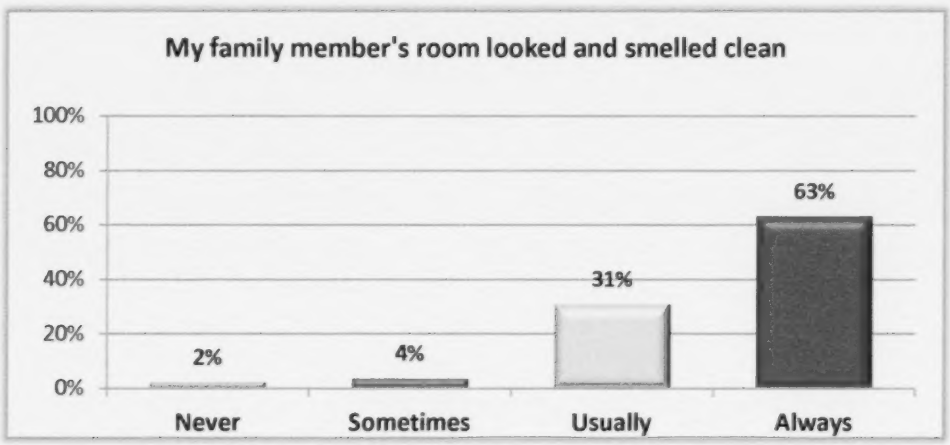
*Cabri's 2011 response number was too small to report.

Chapter 4: The Care Facility

When visiting a LTC facility, the appearance and cleanliness of the common areas and rooms directly impacts a person's opinion of the quality of the facility. Having clean common areas and private rooms gives a good impression to the resident's guests, and reflects positively on the quality of care received. Still, research has shown that people's perception of cleanliness is not as straightforward as one might think. There are several factors that lead people to decide if a facility is "dirty" or "clean". Appearance of the environment (eg. clutter, fresh paint, general décor), physical cleanliness (eg. dust or grime), smell, and staff behavior all have an impact. A clean facility is critical to reduce the spread of germs and preventing outbreaks, which are another key measure of facility cleanliness. This chapter reports results involving the care facility and its services.

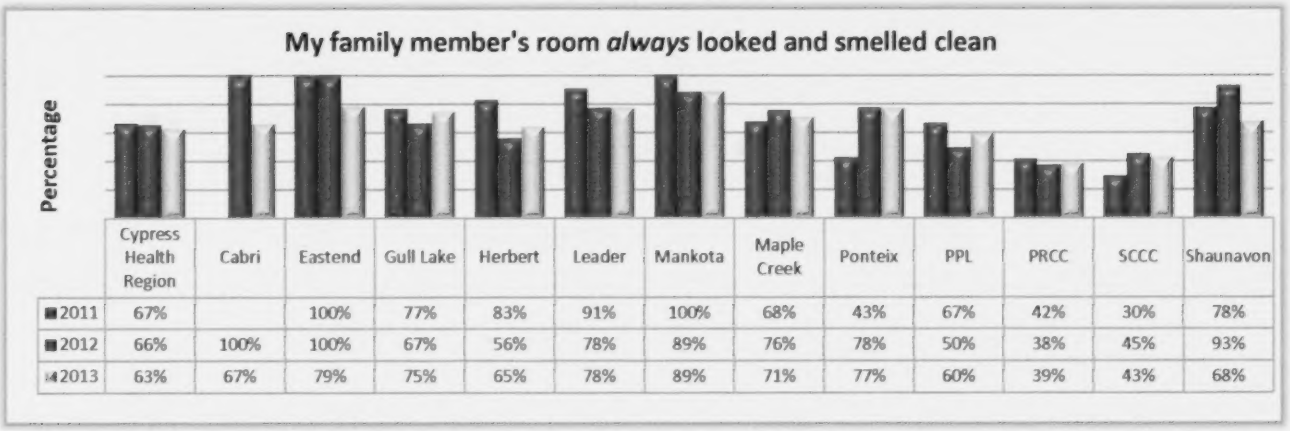
The percentage of respondents reporting that their family member's room "always" looked and smelled clean was 63%. Together with the proportion of "usually" responses (31%), almost 94% of respondents said the room usually/always looked and smelled clean.

Figure 4.1



In terms of percentages by facility, Mankota was ranked highest with almost 9 out of 10 respondents reporting their relative's room was "always" clean. Palliser Regional Care Centre, Swift Current Care Centre, and Prairie Pioneer Lodge, on the other hand, were below the regional average (63%). Age and condition of the facility may play a factor in family's perceptions of cleanliness.

Figure 4.2

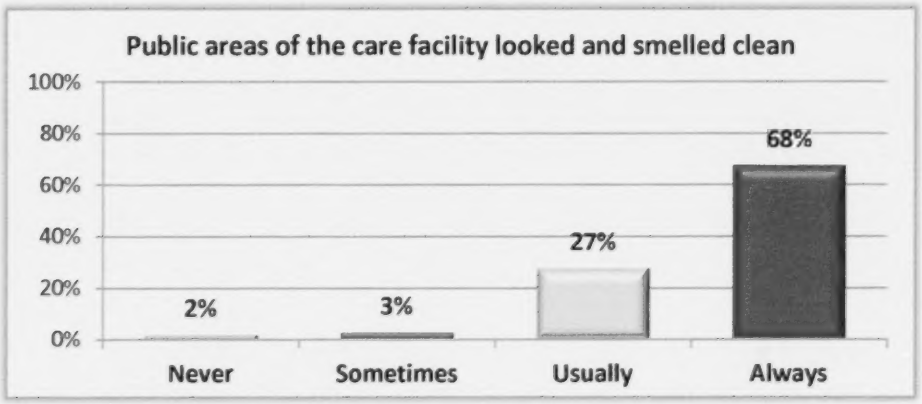


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	67%		100%	77%	83%	91%	100%	68%	43%	67%	42%	30%	78%
2012	66%	100%	100%	67%	56%	78%	89%	76%	78%	50%	38%	45%	93%
2013	63%	67%	79%	75%	65%	78%	89%	71%	77%	60%	39%	43%	68%

*Cabri's 2011 response number was too small to report.

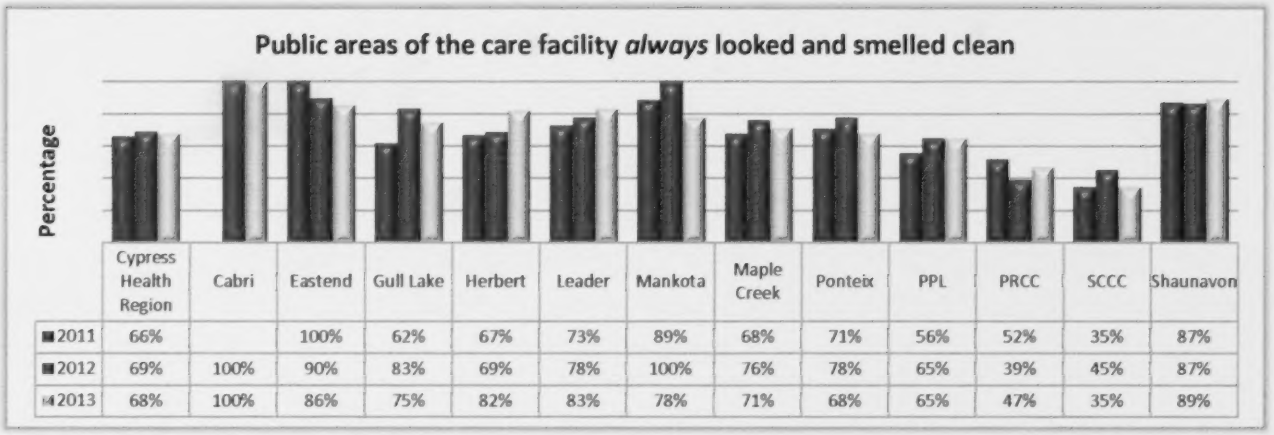
When a visitor walks into a LTC facility, their first impression is formed by the look and smell of a public area. It is therefore very important that these areas be clean and inviting. Most (68%) of the respondents reported the public areas "always" looked and smelled clean, while 27% said "usually".

Figure 4.3



Cabri (100%), Shaunavon (89%), and Eastend (86%) had very positive responses to this question coming out as the top facilities. In general, the rest of the facilities were rated close to or above the regional average of 68%, with the exception of PPL (65%), PRCC (47%) and SCCC (35%). Herbert received the most improved rating in 2013.

Figure 4.4



	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	66%		100%	62%	67%	73%	89%	68%	71%	56%	52%	35%	87%
2012	69%	100%	90%	83%	69%	78%	100%	76%	78%	65%	39%	45%	87%
2013	68%	100%	86%	75%	82%	83%	78%	71%	68%	65%	47%	35%	89%

*Cabri's 2011 response number was too small to report.

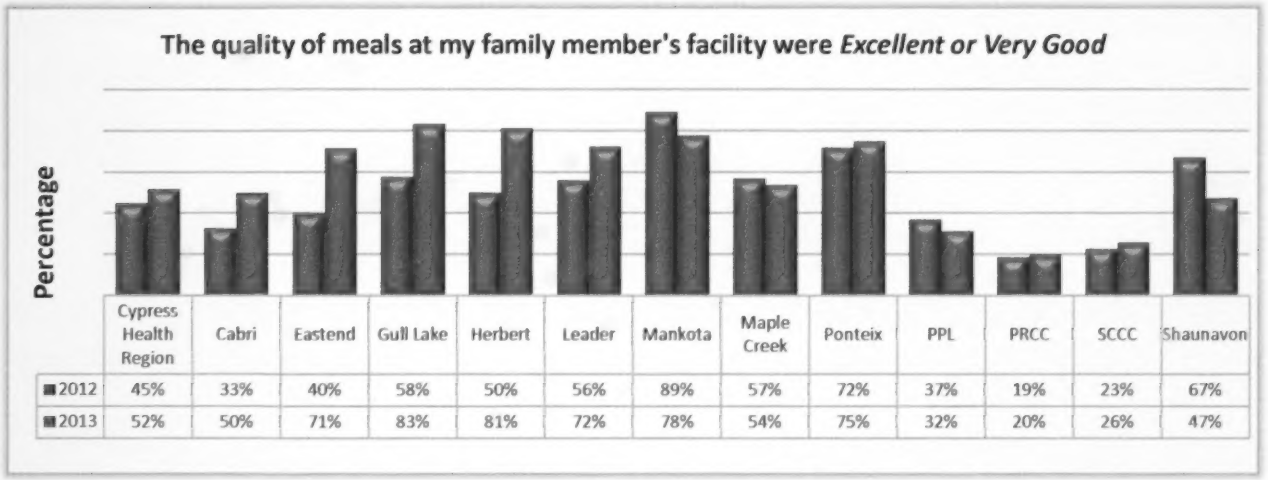
Meals

Food plays an important role in one's overall quality of life – both as a source of nutrition and energy, as well as a source of enjoyment and pleasure. Questions have been incorporated into this survey to inquire about family member's opinions around meal quality and variety ("excellent, very good, good, fair, poor"). Regionally, 52% said the quality was "excellent or very good"; 31% said "good"; and 17% said "fair or poor". Results differed across facilities; Gull Lake, Herbert, Mankota, and Ponteix, received the highest ratings. The three Swift Current facilities, Shaunavon and Cabri were rated below the regional average.

Figure 4.5

"Quality of meals needs to be improved. Some suppers have been a cold pancake with a bit of syrup, another time just cottage cheese with ½ slice of toast. These meals are all some of these people have to look forward to." (Shaunavon)

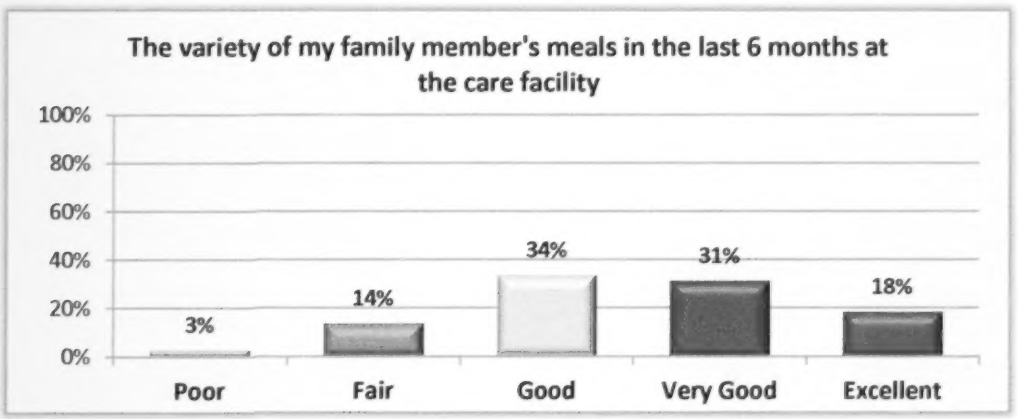
Figure 4.6



	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2012	45%	33%	40%	58%	50%	56%	89%	57%	72%	37%	19%	23%	67%
2013	52%	50%	71%	83%	81%	72%	78%	54%	75%	32%	20%	26%	47%

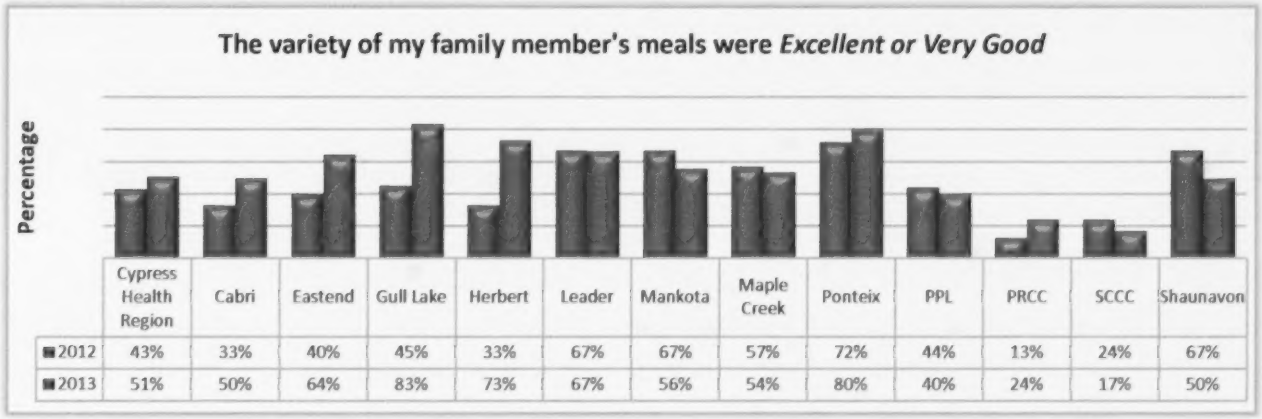
Regionally, 49% said the variety of food was "excellent or very good"; 34% said 'good'; and 17% said "fair or poor". Gull Lake, Ponteix, Herbert, and Leader all stood out as having a good deal of variety in their meals. It should be noted that overall ratings of meal quality were high in those same facilities, suggesting the two go hand-in-hand. The Palliser Regional Care Centre, Swift Current Care Centre, and Prairie Pioneer Lodge all had lower rates of positive feedback on this question.

Figure 4.7



"The meals need a little more variety. My family member has hot dogs many times and she is getting very tired of them as a meal. Too much repetition of the same meals – need more variety." (PRCC)

Figure 4.8

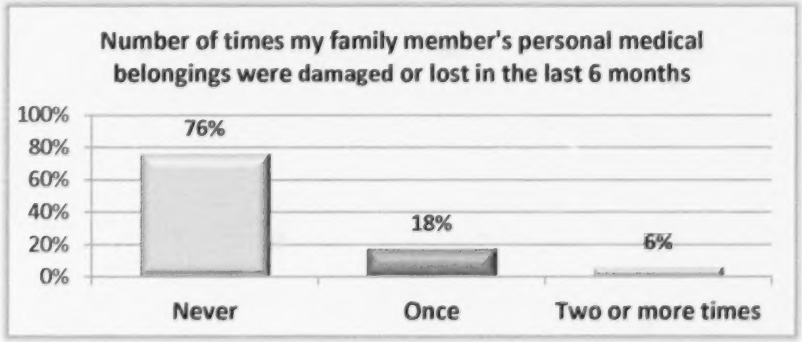


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2012	43%	33%	40%	45%	33%	67%	67%	57%	72%	44%	13%	24%	67%
2013	51%	50%	64%	83%	73%	67%	56%	54%	80%	40%	24%	17%	50%

Residents' Personal Belongings

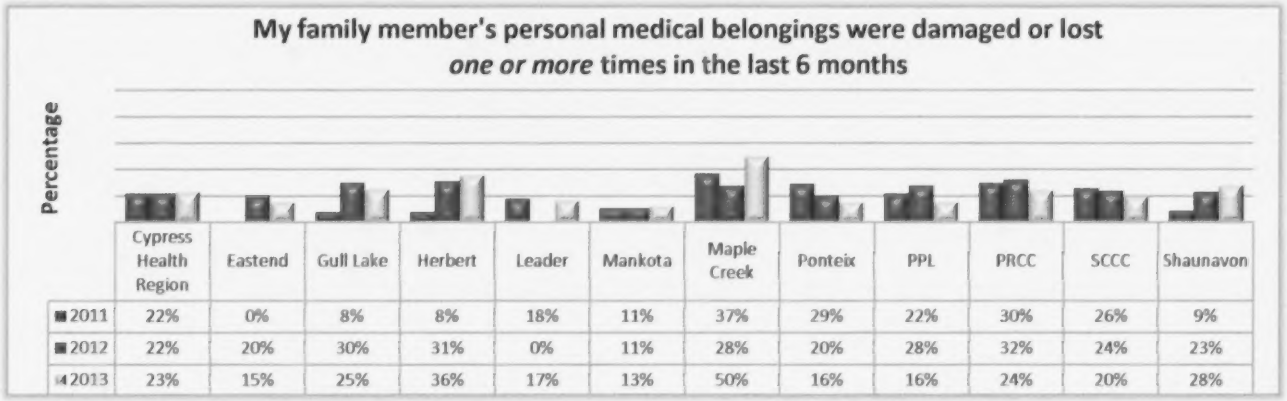
Personal medical belongings are things like hearing aids, glasses, and dentures. The majority of survey respondents (76%) reported that their family member's personal medical belongings had "never" been lost or damaged in the last 6 months. The responses "once" and "2 or more times" made up the last quarter of responses (18% and 6% respectively).

Figure 4.9



In calculating specific facility numbers, the responses "once" and "two or more times" were grouped together. Six facilities had very good numbers with 20% or less reporting belongings had been lost or damaged "one or more times". In comparison, a couple facilities had percentages that were quite high – Maple Creek (50%) and Herbert (36%). PPL and PRCC both saw noticeable improvement on this question over the year.

Figure 4.10

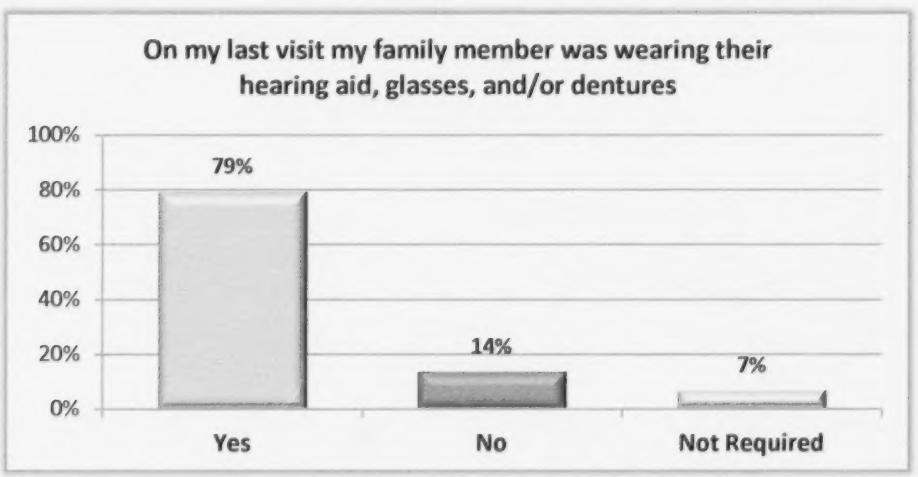


	Cypress Health Region	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	22%	0%	8%	8%	18%	11%	37%	29%	22%	30%	26%	9%
2012	22%	20%	30%	31%	0%	11%	28%	20%	28%	32%	24%	23%
2013	23%	15%	25%	36%	17%	13%	50%	16%	16%	24%	20%	28%

Cabri's 2011, 2012, and 2013 response numbers were too small to report.

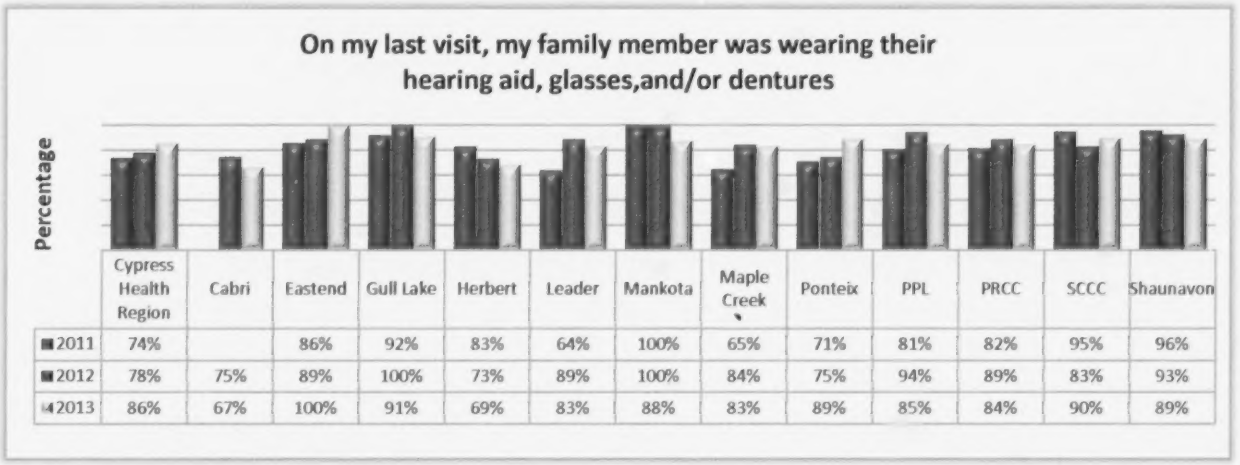
Regionally, 93% of LTC residents require hearing aids, and/or glasses, and/or dentures. These medical aids are important for the resident's quality of life, and so it is a necessary part of their care to ensure (as much as possible) that they are wearing these items. 79% of respondents stated that their family member was wearing the required aids when they last visited.

Figure 4.11



When responses are divided out by facility, most had over 80% of respondents reporting that "yes" their family members were wearing their aids (if required) during the last visit. The facilities with the lowest rates were Cabri (67%), and Herbert (69%).

Figure 4.12



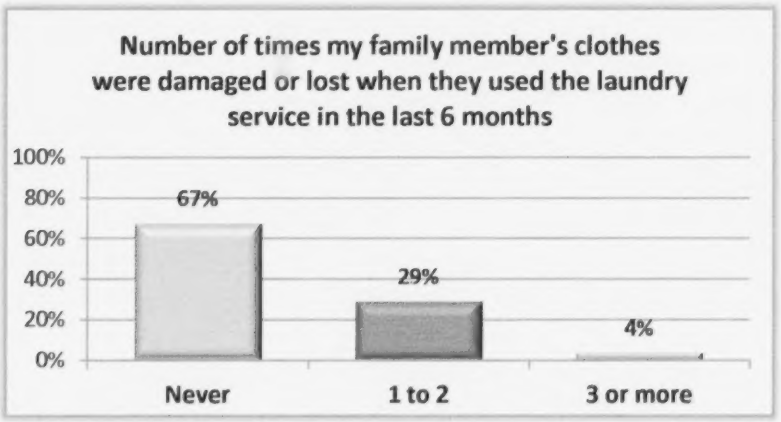
	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	74%		86%	92%	83%	64%	100%	65%	71%	81%	82%	95%	96%
2012	78%	75%	89%	100%	73%	89%	100%	84%	75%	94%	89%	83%	93%
2013	86%	67%	100%	91%	69%	83%	88%	83%	89%	85%	84%	90%	89%

*Cabri's 2011 response number was too small to report.

Care of Personal Laundry

Almost 9 out of 10 of the respondents reported that their family member had used the facility's laundry services. In the last 6 months, 33% of respondents said that their family member's clothing was either lost or damaged when they used the facility's laundry services. This is a noticeable improvement over last year's result of 44%.

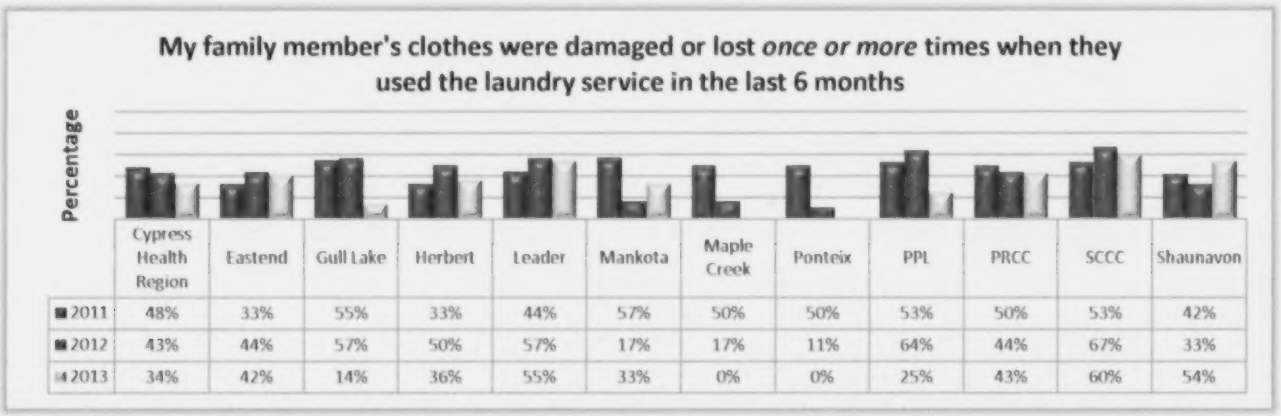
Figure 4.13



"My family member's clothes were never damaged or lost but we 'found' things in her room that weren't even hers." (Eastend)

In general, the percentage of respondents at each facility reporting lost or damaged clothing when they used the laundry services ranged from 0% to 60%. The facilities with better rates were Ponteix (0%), Maple Creek (0%), and Gull Lake (14%). Conversely, SCCC (60%), Leader (55%), and Shaunavon (54%) had less favourable responses.

Figure 4.14


My family member's clothes were damaged or lost *once or more* times when they used the laundry service in the last 6 months
Percentage

	Cypress Health Region	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	48%	33%	55%	33%	44%	57%	50%	50%	53%	50%	53%	42%
2012	43%	44%	57%	50%	57%	17%	17%	11%	64%	44%	67%	33%
2013	34%	42%	14%	36%	55%	33%	0%	0%	25%	43%	60%	54%

*Cabri's 2011, 2012, and 2013 response numbers were too small to report.

Satisfaction with Care Received at Facility

A question asked on the survey was, "In the last 6 months, were you ever unhappy with the care your family member received at the care facility?" The response graphed here is the percentage who reported "no", they were not unhappy with the care received. Overall, most respondents were satisfied with the care their family member received, as shown in the 83% regional average. Cabri, Eastend, Gull Lake, Maple Creek, and Ponteix all had especially good ratings. The facilities with the highest percentage of unhappy family members (as far as the care being provided) were the Palliser Regional Care Centre, Herbert, and Shaunavon. Cabri, Gull Lake, and Mankota experienced the largest improvements over the past year.

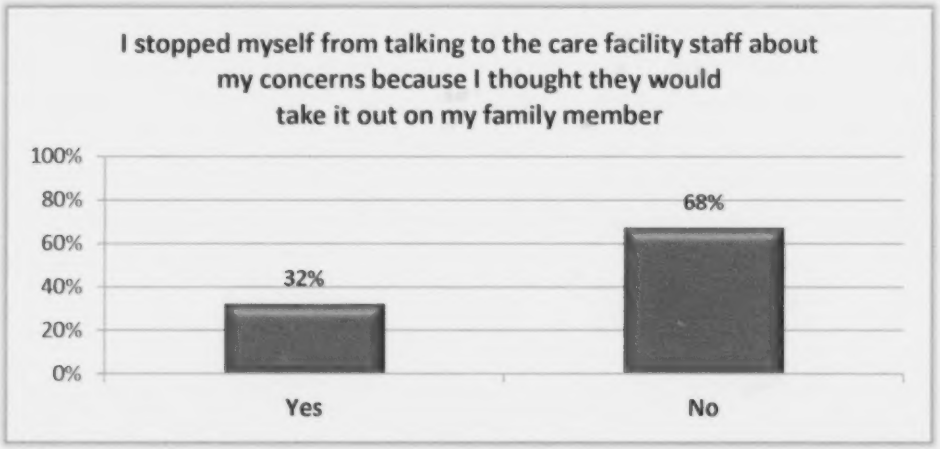
Figure 4.15

	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	82%		100%	92%	85%	82%	100%	79%	71%	82%	76%	82%	83%
2012	84%	83%	100%	83%	88%	89%	78%	90%	94%	79%	72%	73%	100%
2013	83%	100%	100%	100%	76%	83%	89%	93%	91%	85%	66%	81%	78%

*Cabri's 2011 response number was too small to report.

People who reported they were unhappy with their family member's care were asked to answer a second question regarding voicing their concerns to the facility staff. Approximately one third of respondents said they did not talk with facility staff about their concerns as they thought the staff would take it out on their family member.

Figure 4.16

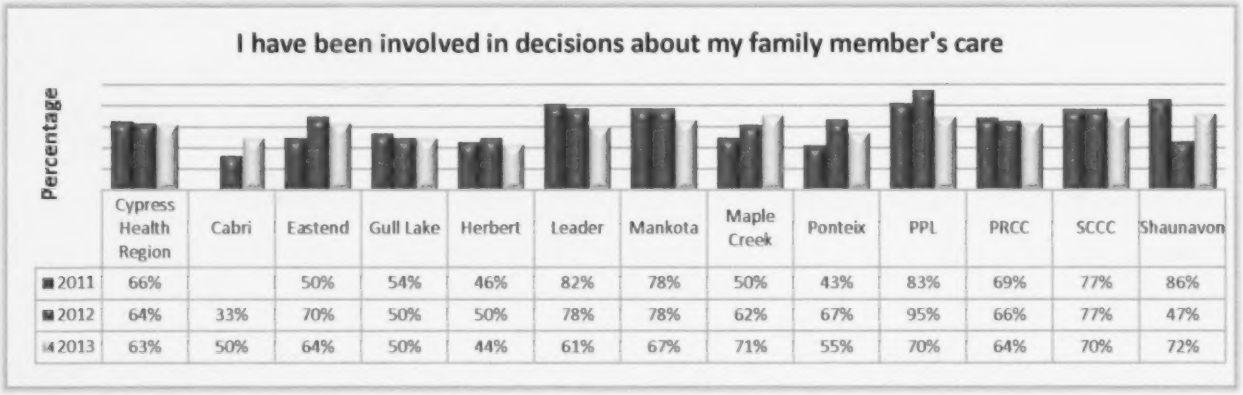


Chapter 5: Involvement in Care Decisions

In Chapter 1 it was reported that 48% of the LTC residents are not always capable of making their own daily decisions. Important decisions about care, therefore, are up to the care team at the facility and the resident's family members, who should be involved as much as they wish. This chapter reports on the survey respondent's involvement with their family member's care.

The percentage of respondents who were involved in decisions about their family member's care in the last 6 months varied by facility, but could also be the result of the family member's preferences and ability to participate. The Cypress Health Region average was 63% with a range from 44% (Herbert) to 72% (Shaunavon). Shaunavon and Maple Creek increased notably since last survey. The second question taps into the family member's interest in being involved and if it is being met, which is perhaps most important.

Figure 5.1

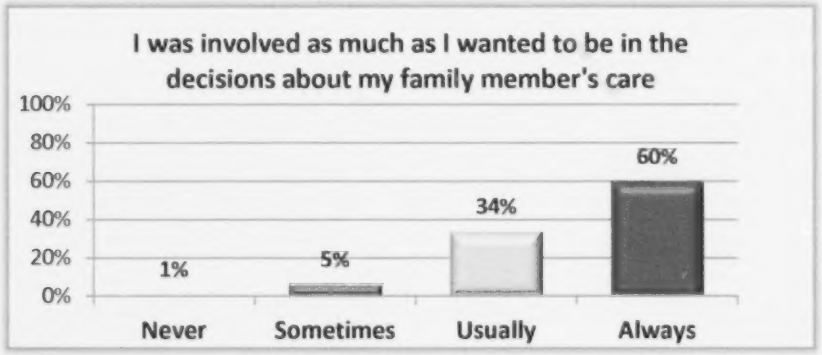


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	66%		50%	54%	46%	82%	78%	50%	43%	83%	69%	77%	86%
2012	64%	33%	70%	50%	50%	78%	78%	62%	67%	95%	66%	77%	47%
2013	63%	50%	64%	50%	44%	61%	67%	71%	55%	70%	64%	70%	72%

*Cabri's 2011 response number was too small to report.

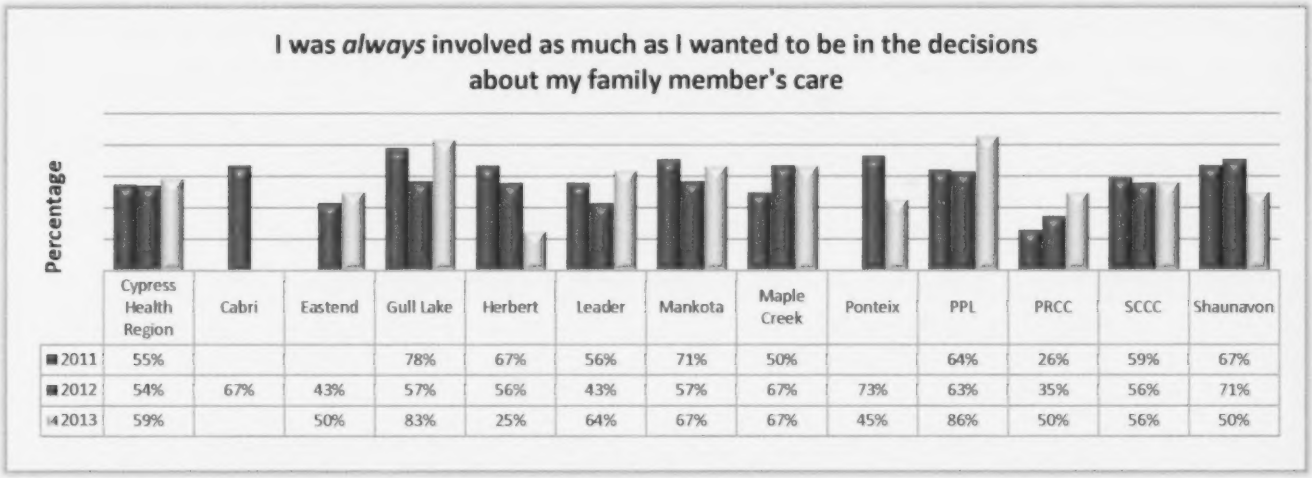
Of the people who were involved in decisions about their relative's care, 60% reported that they were "always", and 34% said they were "usually" involved as much as they wanted.

Figure 5.2



With the exception of Herbert (25%), and Ponteix (45%) over half of the respondents from every facility were "always" involved in their family member's care decisions as much as they wanted. The Prairie Pioneer Lodge had the top percentage at 86%.

Figure 5.3



	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	55%			78%	67%	56%	71%	50%		64%	26%	59%	67%
2012	54%	67%	43%	57%	56%	43%	57%	67%	73%	63%	35%	56%	71%
2013	59%		50%	83%	25%	64%	67%	67%	45%	86%	50%	56%	50%

*Cabri's 2011 and 2013 response numbers were too small to report. Ponteix and Eastend's 2011 response number was too small to report.

"The management stays on top of things and lets me know as soon as problems arise." (Ponteix)

"At shift change all workers seem to be behind a closed door and so no one is out on the floor. Desk is frequently unattended. How do we make contact with someone about the resident's needs or concerns? We do not want to interrupt anything and don't, but quite often we feel like we are a nuisance." (Gull Lake)

Chapter 6: Activities and Therapy Services

In order to achieve the best possible quality of life, it is important for LTC residents to be involved in activities – particularly those that meet the full potential of their current abilities. To stay healthy and active, some residents also require physical or occupational therapy. This section presents results on the resident's participation in activities and use of therapy services.

LTC residents' participation in activities at their facilities was quite varied. Over half (55%) of respondents said their family member "usually or always" participates in activities. About 1 in 10 residents "never" participate in activities.

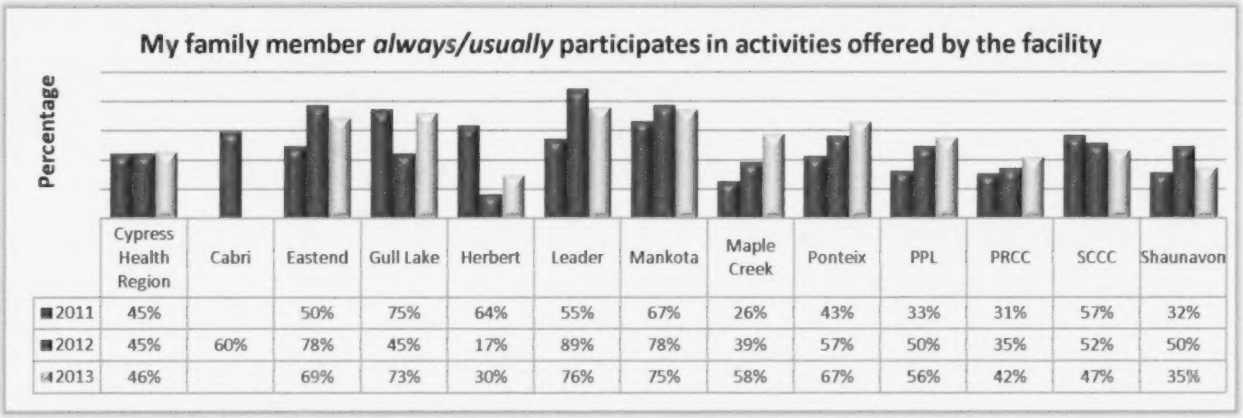
Figure 6.1

"Mom has adjusted well and seems to be content and happy. Sometimes the day, and especially the weekends, get long when there is no organized activities." (Mankota)

"It would be nice to see more activities that stimulate the mind and thinking process for those residents that are able (besides bingo). Would be nice to have small groups or one-on-one activities." (Leader)

The percent of residents who "always/usually" participate in activities fluctuated by facility. Leader (76%), Mankota (75%), and Gull Lake (73%) had the most residents who "always/usually" participate in activities. The facility with the smallest proportion of "always/usually" responses was Herbert at 30%. It should be kept in mind that different residents have different abilities and limitations. Some facilities may have more seriously ill residents, thereby potentially impacting these rates.

Figure 6.2

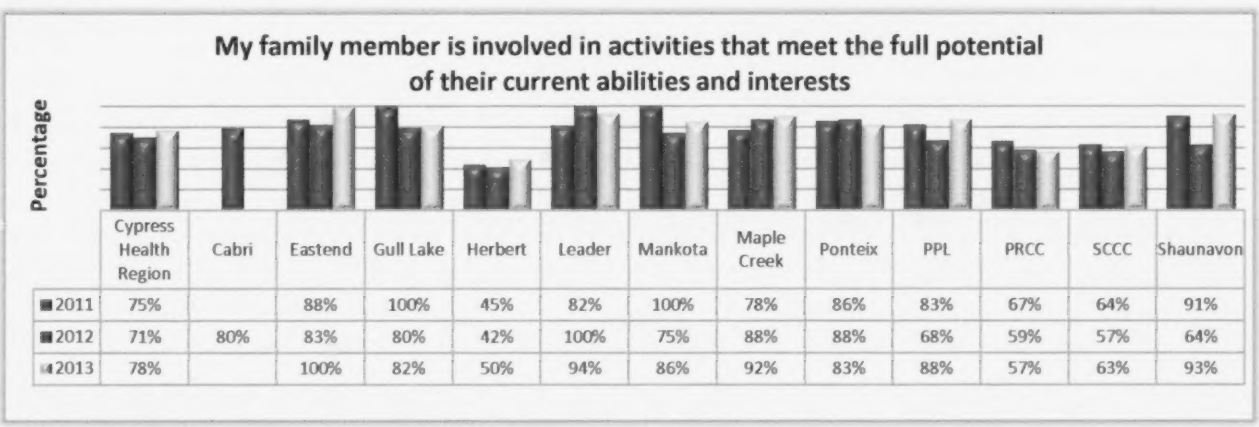


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	45%		50%	75%	64%	55%	67%	26%	43%	33%	31%	57%	32%
2012	45%	60%	78%	45%	17%	89%	78%	39%	57%	50%	35%	52%	50%
2013	46%		69%	73%	30%	76%	75%	58%	67%	56%	42%	47%	35%

*Cabri's 2011 and 2013 response numbers were too small to report.

Regionally, 78% of respondents said "definitely yes/probably yes" to the question, "Is your family member involved in activities that meet the full potential of his/her current abilities and interests?" This represents an increase from last year's survey (71%). The facilities that struggle the most appear to be Herbert (50%) and Palliser Regional Care Centre (57%). Eastend, Leader, Shaunavon, and Maple Creek had the highest rates of satisfaction as far as activities go.

Figure 6.3


My family member is involved in activities that meet the full potential of their current abilities and interests
Percentage

	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	75%		88%	100%	45%	82%	100%	78%	86%	83%	67%	64%	91%
2012	71%	80%	83%	80%	42%	100%	75%	88%	88%	68%	59%	57%	64%
2013	78%		100%	82%	50%	94%	86%	92%	83%	88%	57%	63%	93%

*Cabri's 2011 and 2013 response numbers were too small to report.

Therapy Services

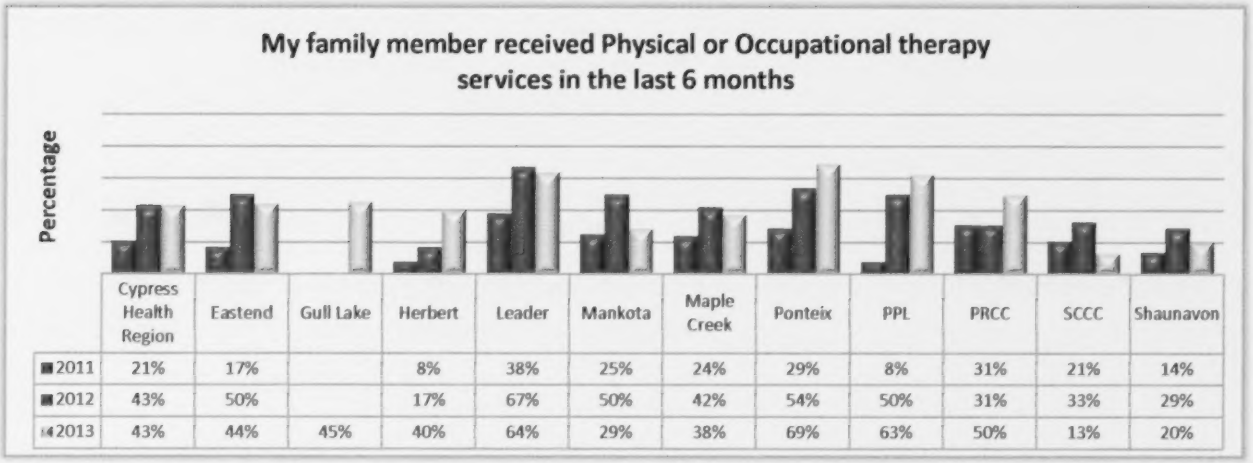
The Region was interested to know if respondents felt their family members were receiving adequate therapy services. After the 2011 survey, access to physical and occupational therapy was raised as a key concern, with family members requesting more. In 2013, approximately 4 out of 10 reported that their family member had received a consult in the last 6 months.

Figure 6.4

"Regarding Physiotherapy – no access to this. Very disappointing. Therapists came once, no follow up. No therapy aides to assist with follow up." (SCCC)

The percentage of residents who actually received physical or occupational therapy is graphed below. There was a sizable increase in the number of family members who said the resident received therapy over the past 6 months (21% in 2011 to 43% in 2012 and 2013). Ponteix and Leader again had the highest percentage with PPL joining them at the top this year, while SCCC and Shaunavon had the lowest. Herbert, PRCC, and Ponteix improved since last year's survey with increases of 15% or more. Residents will, of course, have different needs and different rates do not necessarily mean people in the facility are being underserved. This information will continue to help Cypress Health Region's Therapy Department in planning services. Of the respondents whose family members used therapy services, satisfaction was high as 91% "definitely yes/probably yes" felt the therapy services met their goals.

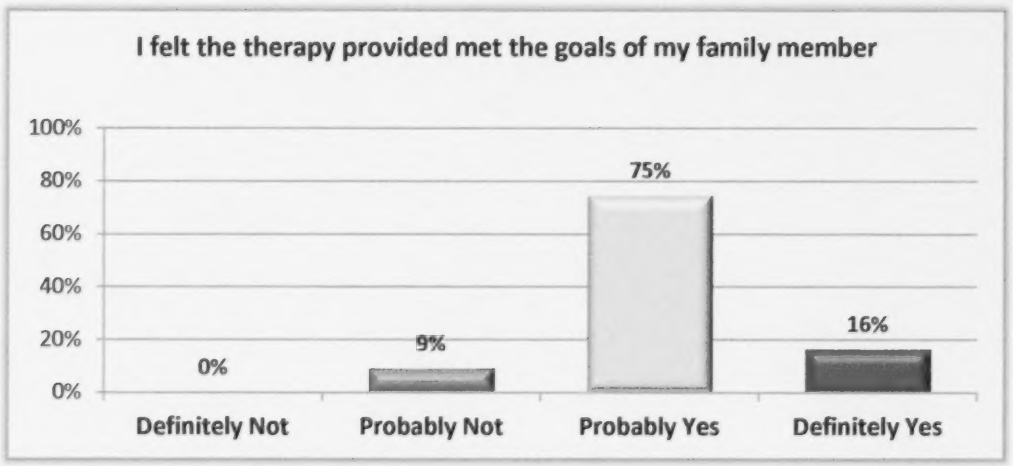
Figure 6.5



	Cypress Health Region	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	21%	17%		8%	38%	25%	24%	29%	8%	31%	21%	14%
2012	43%	50%		17%	67%	50%	42%	54%	50%	31%	33%	29%
2013	43%	44%	45%	40%	64%	29%	38%	69%	63%	50%	13%	20%

*Cabri's 2011-2013 and Gull Lake's 2011 and 2012 response numbers were too small to report.

Figure 6.6



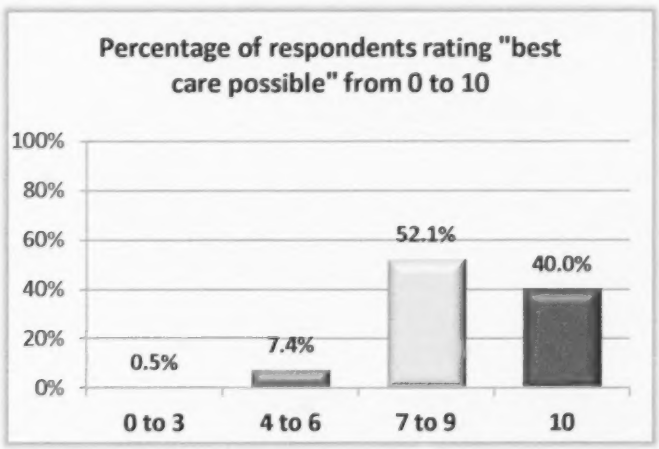
Chapter 7: Overall

In the survey, two questions were asked that capture overall ratings of care: "Using any number from 0 to 10, where 0 is the worse care possible and 10 is the best care possible, what number would you use to rate the care at this care facility?" and "If someone needed care from a nursing home, would you recommend this care facility to them?" Both of these questions ask about the care provided as a whole, and offer a way to monitor and track the performance of the LTC facilities. The same two questions are asked in the region's acute care hospital survey and reported on-line at qualityinsight.ca.

Within this section, the indicators are plotted as a percentage of the patients who selected the top rating on the survey's scale (10/10). While this rating might seem a lofty goal, we want the family of our customers (the residents) to be truly satisfied with the care their family member is receiving and ensure we are delivering excellent care to our clients. It would be difficult, if not impossible, to have everyone rating care at this level and this is not the expectation. However, the hope is that improvements will be implemented in response to the survey results and each year more and more people will rate CHR facilities as 10 out of 10.

To give an indication of the range of scores that respondents provided regarding "best care possible", results are broken down for the region. Very few (0.5%) of the respondents rated the care from 0 to 3. A few of the respondents did rate the care from 4 to 6 (7.4%), which is considered mediocre. Over half (52.1%) rated the care between 7 and 9, and 40.0% rated the care as best possible at a "10".

Figure 7.1

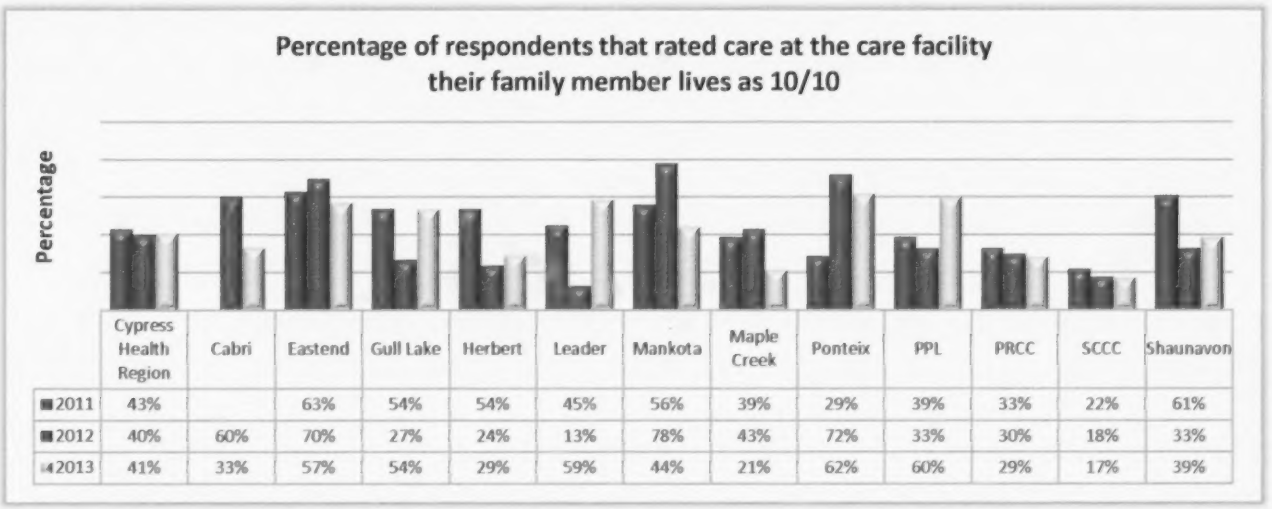


"Overall, the physical and medical care for my family member is excellent. I am very thankful for the care my family member receives at this facility." (Herbert)

"I am completely satisfied with the care my Mother receives. The charge for her living there is worth every penny." (Eastend)

At the facility level, there were variations in the percentage of respondents reporting "10/10". The facilities achieving the best results were Ponteix (62%), PPL (60%), and Leader (59%). On the other end of the spectrum, SCCC (17%), Maple Creek (21%), Herbert (29%), and PRCC (29%) received the lowest percentage of "10/10" ratings. As far as changes from last year's result, Leader, Gull Lake, and PPL had a much higher percent of family members rate care provided as a "10".

Figure 7.2

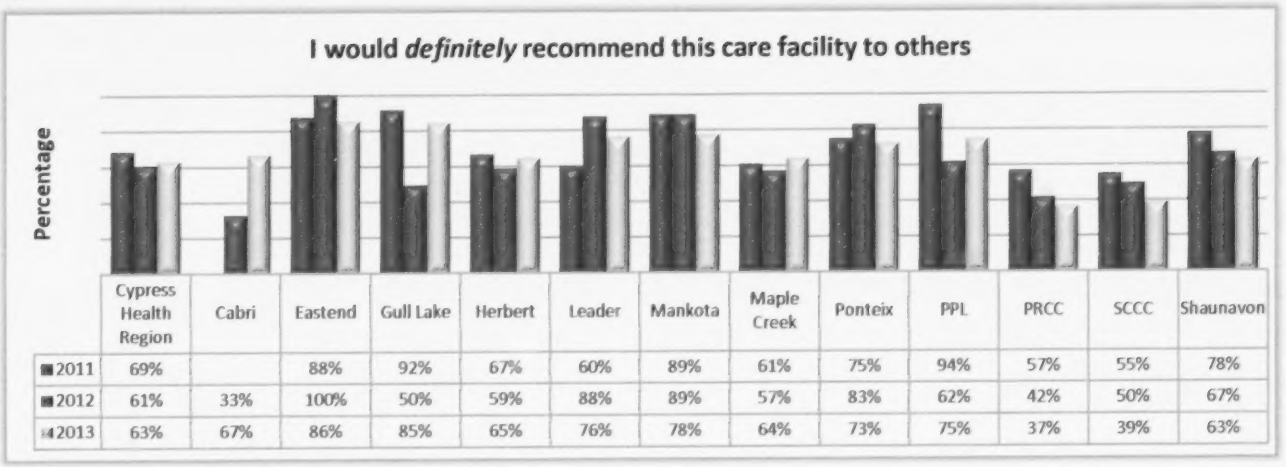


	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	43%		63%	54%	54%	45%	56%	39%	29%	39%	33%	22%	61%
2012	40%	60%	70%	27%	24%	13%	78%	43%	72%	33%	30%	18%	33%
2013	41%	33%	57%	54%	29%	59%	44%	21%	62%	60%	29%	17%	39%

*Cabri's 2011 response number was too small to report.

Regionally, 63% of respondents would recommend their family member's care facility to others, which increased slightly from 2012 (61%). Eastend, and Gull Lake received the highest percentages at 86% and 85% respectively. The facilities having the lowest percentage of respondents reporting they would "definitely" recommend were Palliser Regional Care Centre (37%) and Swift Current Care Centre (39%). Ratings in Cabri, Gull Lake, Herbert, PPL, and Maple Creek improved since last year's survey. The PRCC, SCCC, and Shaunavon received poorer ratings each year on this question.

Figure 7.3



	Cypress Health Region	Cabri	Eastend	Gull Lake	Herbert	Leader	Mankota	Maple Creek	Ponteix	PPL	PRCC	SCCC	Shaunavon
2011	69%		88%	92%	67%	60%	89%	61%	75%	94%	57%	55%	78%
2012	61%	33%	100%	50%	59%	88%	89%	57%	83%	62%	42%	50%	67%
2013	63%	67%	86%	85%	65%	76%	78%	64%	73%	75%	37%	39%	63%

*Cabri's 2011 response number was too small to report.

"I thought the care my Mom received at the Lodge was the absolute BEST! The staff was always so kind to her and made it feel like "home". (PPL)

Chapter 8: Comments

At the end of the survey, respondents were given the option to write down further comments about the care their family member receives as well as why they didn't rate the facility a "10". Some comments were quoted throughout this report in text boxes. To make the comments more meaningful and useful, comments were grouped together and reported below to bring any major themes to light.

Theme 1: Treated like family and feel "at-home"

- When loved ones can no longer live on their own at home, it is very comforting for family member's to know they are in a place where they are treated like family and feel "at-home".

"My family member lived in this facility for the last few years of his/her life. He/She had top rate care and enjoyed the staff. They all treated him/her like family. " (Mankota)

"As always, we feel the staff in the smaller facilities do a very good job! They may not have all brand new equipment or all the specialized staffing like they do in the cities, but the care and 'home-feel' you experience here is more natural and friendly than we could ask for. They treat our family member as if they were their own family member. He/She is in the best hands we could ask for!" (Mankota)

"We would like to comment that we are extremely happy with all staff at Wolf Willow Lodge. Our family member has mentioned several times how happy they are and they do NOT want to ever leave. They comment how well the staff treat them and how 'at-home' they feel. Whenever any of us visit we feel 'at-home' as well and it is not as hard for us to leave when we have to go home, as we know our family member is so well cared for. We cannot stress enough how happy we are with the staff. Thank you for the opportunity to allow us to comment on our family member's care. We are extremely happy and thankful they have an extended family to share their life with." (Eastend)

"I thought the care my family member received at the Lodge was the absolute BEST. The staff was always so kind to them and made it feel like a 'home'." (PPL)

"My family member is happy to be in the WSCH. We are pleased with the care that they receive. Our family member calls the WSCH 'their home'." (Leader)

"My family member receives excellent care and feels completely 'at-home' living there. Staff have been absolutely wonderful to them." (SCCC)

Theme 2: Excellent Care and Friendly, caring, loving staff

- *As in each of the previous 2 LTC Surveys, many comments were received regarding the excellent care provided by the staff of the Cypress Health Region Long Term Care facilities.*
- *Many bouquets are verbalized amongst the comments received by family members in regards to how much love, compassion and care the staff exude to the Residents.*

"Our family member received the best care possible in the Herbert Integrated Facility. ....we were so comforted to know our family member was in good care." (Herbert)

"Gull Lake staff were friendly and took pride and really cared for all the matters with my family member and other residents. My family member has been treated with respect and receives excellent care." (Gull Lake)

"... the staff bend over backwards to meet our needs and our family member's. You don't see this in larger facilities, there you are just a number. I would recommend this facility to anyone for a family member." (Mankota)

"...don't get to visit as often as I would like, the care my family member receives is second to none. Our family appreciates all that is done to keep them safe and sound. Thanks to all." (PRCC)

"The staff at the SCCC are excellent. They genuinely care about the residents. In listening to them converse while assisting residents at meal time, it is obvious that they care and share information to provide excellent personal care. The team work on the floor is excellent." (SCCC)

"Generally the girls that work in Maple Creek Lodge are great! The care is exceptional and I am grateful to these women for all they do!" (Maple Creek)

"We feel our family member gets excellent care at Wolf Willow Health Centre. We wouldn't want them to be in any other facility. All the staff are so good to our family member which he/she often tells me. We appreciate every single employee there. I can't imagine anyone ever complaining about a thing about this facility or the staff." (Eastend)

"Nurses and staff are amazing people who love and care for our family member. I could not be happier with his/her care. .... the staff are sooooo patient with our family member.... Fantastic people – they are the true angels of God. God bless and keep every one of them." (Shaunavon)

"I finally have some peace of mind that my family member is being looked after by friendly, loving people and that's worth a lot to me. Thank you!" (PPL)

"All the staff are wonderful when it comes to the care of our family member. They all treat him very well." (PRCC)

"They take very good care of my family member. They give extra hugs and even come to his/her room when going off shift to say good-bye. They are positive and take extra care in dressing him/her ... They even bring their pets from home to the Care Centre on their days off." (SCCC)

"The staff in the Sunshine Unit at PPL are amazing! So caring, loving, and friendly. So glad they are the caregivers for my family member!" (PPL)

"The staff are very friendly and professional. They spoil my family member rotten and I can't thank them enough for the compassion and love they show." (Ponteix)

"We feel this is the best place for our family member. The nurses are all very friendly and cheerful. We are all made to feel welcome every time any of us visits. Our family member really enjoys it here." (Leader)

Theme 3: Staffing Shortage and Staff overworked

- Almost all facilities had family members comment on lack of staffing being a reason why they did not rate the facility a 10 out of 10.

"There isn't anyone to lead the daily activities for the residents of this facility... The nurses and special care aides do the best they can with the residents but they are very busy – a lot of people to help and not a lot of time." (Cabri)

"I have witnessed other residents not being fed when they are clearly unable to feed themselves. Are the aides too busy or not fulfilling their duties? I have been told by many of them that they are too busy." (PRCC)

"Best care possible would be one staff for every 5 residents." (Gull Lake)

"Staff are personable and efficient although staff shortage is apparent. (PRCC)"

"At times there seems there are not enough nurses/aides. Little things like waiting to have morning routine done." (Herbert)

"Additional staffing in these types of facilities can always help. Many of the residents are very high maintenance." (Maple Creek)

"Not rated a 10 because of being understaffed. I notice lights for help not being answered. That worries me as 'alarm lights' are the only option for residents in trouble." (Gull Lake)

"In an ideal world, the staff to patient ratio would be considerably different. I feel that Dementia patients benefit from a more one-on-one situation." (PPL)

"The nurses and aides are continually short staffed. Some shifts the aides are running so much they have damp towels around their necks. My parent feels they are not getting the attention they need by the aides as they are so busy. My parent feels very upset and does not want to ring the call bell to bother the Staff." (SCCC)

"The RNs, LPNs, and Special Care Aides are wonderful, caring, special individuals who devote themselves to the Residents. However, there is not enough staff to provide the care required to the 63 long term care residents. We as a family appreciate all they do." (SCCC)

Theme 4: More time/effort in personal care of resident

- As an outcome of shortage of staff, visitors feel their family member's personal care needs are not being met.

"Improve wait times for residents requiring "Attends" changes. A wait period of 30-45 minutes for residents requiring help with meals is much too long. By then the food is ice cold and very unappetizing." (PRCC)

"Make sure the residents are fully dressed in the morning. No socks because the staff didn't have time to put them on. Change the resident's diapers more often as needed." (SCCC)

"More frequent checks of personal cleanliness." (PRCC)

"Closer monitoring of what clothes my family member wears. They wore the same clothes for [several] straight days. Concerns that there is only one bath and hair wash a week."

"Since my family member has to be fed they should clean her face and hands after every meal. They should take the time to make sure she is fed each meal (should be given the time to do it). They should be with her until she is done eating, whether she tries to feed herself or they have to feed her." (PRCC)

"I feel a rating of 10 would have to be more personal one-on-one care...." (Shaunavon)

"More staff – Sometimes it is late morning before the staff is able to help him get washed and dressed." (PRCC)

Theme 5: Meals

- Many families believe good, quality meals are one of the only things many residents can look forward to in this end stage of their life and feel it is not too much to ask for.

"Some of the meals need to be dropped off the menu, like the meat pie and the poor quality lasagna, these aren't well balanced meals." (SCCC)

"Food – I don't even really know what to say about the food. It's institutional food. Poor taste. It even smells bad at times, like hospital food, which I guess it is. I just think the residents at all facilities deserve better. This is the last stage of their life, it should be better! Home cooking, made completely from scratch at the SCCC. I know the kitchen staff does their best with what they have been given to work with. I have met some of the kitchen staff. They are kind, helpful, and really attempt to have a pleasant setting in the dining room. If my family member doesn't like what is served, they do their best to get her something else, which I very much appreciate." (SCCC)

"I find the food to be unappealing. My family member has lost most of her taste sensation. I think that the food would be more appealing for patients if prepared at the PRCC as opposed to remotely prepared and warmed up in the PRCC." (PRCC)

"Feed them better – home cooked meals." (PRCC)

"Edible food that is prepared there, not warmed up! The food was 75% better when it was cooked on site. It seems to be a waste to have all that kitchen staff "warming up" food instead of cooking it like they were trained." (PRCC)

"I would like to commend the kitchen staff on the wonderful Christmas dinner .... The meal was totally delicious. The question remains, if the staff can cook like they did for that dinner, why can't the regular meals be more consistently good? The fact that most of the women residents were very good cooks in their time and expect and deserve good meals, this should be taken into account." (Shaunavon)

"Meals - My family member doesn't enjoy the meals at all." (PRCC)

"Breakfast and lunch are good. Suppers are terrible." (Maple Creek)

"Quite often my family member is still hungry if she didn't like the meal served. Could they supply a sandwich or something else the resident would like?" (SCCC)

"Quality of meals to be improved. Some suppers have been a cold pancake with a bit of syrup, another time just cottage cheese with ½ slice of toast. These meals are all some of these people have to look forward to. Couldn't they make home-made soup and a sandwich for supper? What about having eggs more often for breakfast. One week they had pasta/noodles 3 days in a row. All of the above complaints have been made by several residents. A little imagination in the kitchen might go a long way." (Shaunavon)

"The food seems like factory food and could be a lot better. Home cooked would be great. If it was cooked at the SCCC this would be a huge improvement." (SCCC)

"The cook always has a nice variety of foods and desserts." (Eastend)

"It's a small facility and home cooked meals and snacks are a big thing (not dried out cookies they serve everyday as in other facilities). (Gull Lake)

Theme 6: Communication

- Patient and family centered care is a philosophy our health region has recently adopted, and family members continue to feel that communication is an important area of their family member's care.
- Most comments this year seemed to reflect inadequate and sometimes even inappropriate communication.

"The one thing that irked us was no notification about a lock-down at the facility and when it was lifted." (Herbert)

"The care aides need more training on treating patrons in a professional, yet friendly, loving, caring manner. Family members should not be ridiculed or made feel embarrassed or like they are a bother." (PRCC)

"It would be nice for a consult as to how my family member is behaving. I don't agree with them medicating without our consent or at least letting us know. When it's apparent my family member is getting a bladder infection he/she shouldn't have to wait over a week before antibiotics are started."

"Better reporting procedures between shift workers so they can answer my questions. Family communication with staff and medical personnel, this takes place informally but no formal protocol as to who to go to with a concern, especially to nursing staff." (Herbert)

"When people say 'help me, help me' could they pay attention to it rather than ignore persistent cries for help? The staff need to put themselves in the shoes of the residents there. How would they like to be in a position where they depend on others for everything?" (SCCC)

"As nursing shifts change I don't feel information is always passed on to me about my family member." (Eastend)

"I feel there are some (1 or 2) facility staff that could improve their public relations (saying hello or a smile) towards a family member who is there to visit a long term resident. This would mean a lot to the visitor who is coming to the home...." (Gull Lake)

"The care seems adequate but some staff members interact better with some residents than others. This is not necessarily a "bad" thing, just that the "warmth" might not always be as great from some residents as others. I do believe they all should be treated equally as much as possible." (Ponteix)

"We have made strides with the communication between family members and the patient care. There is always room for improvement but I feel that the staff is working on that." (PRCC)

Theme 7: Activities

- Family members continue to feel a resident's involvement in activities is an important part of their day.

"There isn't anyone to lead the daily activities for the residents of this facility. Most are wheelchair ridden and Alzheimer's patients but there must be something that could be done – some activity to challenge them." (Cabri)

"Our only wish is that in our facility, which is filled with rural residents, that there could be more outdoor activity (especially in summer) or activities more specific to the farming way of life – the life most of these residents lived/worked. We realize there is inadequate staffing to make this happen but what about opening this up to retired farmers, etc. who could volunteer their time for gardening (even in pots) or crop/pasture touring?" (Mankota)

"More time spent taking residents out for activities." (Eastend)

"I feel there should be more activities for the ones that are able to take part. After they've had their supper and return to their rooms their beds should not be opened up because they think they have to go to bed even if it is only 6:30-7:00. If they sit in the visiting area they always have the high chairs close to the T.V. so the ones sitting farther back can't see it anyways. All they have to do is SIT." (Herbert)

"I feel there is an urgent need for a full time Activities Director (or even part time). I am very pleased with the overall care of my family member other than daily activities like exercises, emotional support, and fun experiences." (Cabri)

"One of the things my family member misses the most about moving into the care facility is a sense that she can contribute to daily activities. In a way, it is missing daily chores such as folding clothes, watering plants, washing dishes. It would be wonderful if residents could continue to do some of these activities to feel as they had a purpose or could be helpful. Even if she could fold her own clothes. She is very bored and watering plants or other daily things would be great. It would give her something to pass the time, coming from a hard-working, rural background it feels like there is nothing for her to do on a daily basis."

"She would like to make cookies, but this is probably not possible."

"Regarding Activity Department – wonderful staff and wonderful activities." (SCCC)

Theme 8: Physical Therapy/Physical Exercise

- Several family members commented on lack of Physical Therapy services when needed and would also like to see their family member get more physical exercise.

"A cut back in physical therapy is unacceptable! Because they are too busy! My family member has been injured at the facility..... For a positive outlook mentally and also physically there can be no cut back in physical therapy!"

"My family member is in definite need of therapy to get back moving and not tied in a chair."

"I feel they should get my family member out of the wheelchair for a daily walk."

"My parent should get therapy!" (PRCC)

"Only concern is lack of Physiotherapy for wheelchair clients even when Doctor has requested it. It is non-existent. NOT ONCE!" (SCCC)

"He/she should have more therapy." (SCCC)

"Therapists came by for the first month but no longer do so." (Maple Creek)

"I think the staff could help my family member do a little more exercise, but my family member probably doesn't want to." (Ponteix)

"Some concern that my parent is always just in his bed – unsure if he/she is ever "made" to get up and be somewhat active." (PRCC)

"Occupational therapist/Physical therapist/Counselors are not available enough for residents. Need to be at the facility more often and make sure instructions on specific exercises are followed daily, not just when there is time. Movement is essential for elderly especially when they have had bad fractures."

Theme 9: Other Common Themes

A: Old, run-down facilities

- Many of the region's Long Term Care facilities are quite old and in need of renovation and updating. This has not gone unnoticed by the people who visit the facilities.

"Once things/objects are removed from walls, would it be possible to fill in holes so it's aesthetically pleasing? The residents may find it more like home." (Maple Creek)

"When new residents move in it would be nice to have the holes in walls repaired and apply a fresh coat of paint." (Herbert)

"The Foyer building is more than 50 years old. Upgrades on the bathrooms are needed. The kitchen needs modernization." (Ponteix)

"The building is getting tired. The staff work very hard to care for the residents. Plans for a new facility would help the staff provide better care." (SCCC)

"Rooms could use paint and repair. They are drab and depressing." (SCCC)

"Facility - lack of bathrooms per person. Staff and Health Region do well given the facility limitations." (PRCC)

"The facility itself also needs a huge renovation, even just repainting the entire place would help a lot. There are places where the walls are cracked, and the drawers and cupboards in the rooms don't work. They have not done any major updates to the PRCC since it opened. Everything is still the same as when I used to go visit there as a young teen." (PRCC)

"I would like to see a new building as the Lodge is very old." (PPL)

"Rooms are very small – could be expanded for resident's convenience." (Leader)

"Some nicer paint in the rooms would brighten it up." (PPL)

"I realize each room has only so much room for each person's belongings. Sometimes a favorite chair is the only thing they have left to remind them of home. Most of the time these items are asked to be removed because of the inconvenience of having to move it around."

B: Housekeeping and Laundry/Dirty and Smelly facilities

- Comments regarding dirty/smelly facilities were more common among the Swift Current LTC facilities – the age of these facilities as well as physical limitations likely influence this.

"Hallways are very cluttered. Cleaning could be improved. Floors do not really get a good washing. Dirt is just moved around with a wet mop. Floor should be swept and then washed." (SCCC)

"Common areas and hallways do have a 'smell'."(Herbert)

"Odor control could be improved in the facility." (PRCC)

"Housekeeping needs to improve. Carts in hallways, with "stinky" laundry, really not acceptable. The smell is outrageous! There is hardly enough room for wheel chairs to even get by with all the carts and things in the hallway." (SCCC)

"The bathrooms have an odor – toilets are old?" (PPL)

"Not allowed deodorizers in washrooms, therefore the odor in resident's room at times is very bad!" (Maple Creek)

"One of the chief complaints though would be the smell of urine in the PRCC. It makes your nose and throat burn just being there to visit for a short time. The facility and my parent's room look clean, and they decorate it very nicely for each season, but the whole place stinks like urine no matter where you are. It's terrible." (PRCC)

"Laundry – Dress pants no longer look like dress pants – they are poorly hung on hangers. More care could be taken ....." (Herbert)

"More careful with placing clothes on hangers and folding items not hung. Some residents look 'frumpy' at times." (Ponteix)

"Clothes need ironing." (Eastend)

C: Lack of visiting Doctor when needed

- There were a few comments related to the lack of Physician involvement when needed with their family member.

"My biggest concern was the attention of qualified Doctors getting to my family member at the facility. His regular Doctor never seemed to actually see him, it was usually another Doctor from his clinic...." (Unspecified facility)

"Our only concern is that staff should be more aware of patient medication and to maybe be re-evaluated at time of admittance with a Doctor, to see if they need all or the same medications. Just more Doctor interaction." (PPL)

"Physician care – Very inadequate. My family member has problems that need Doctor's attention that get written on a list, but even if the Doctor has been there he doesn't talk to my family member about what they needed. My family member (needed care) one time and was on the list to see the Doctor, but the Doctor didn't stop in when he was there. It was 5 days before my family member got any medication.... (other than Tylenol). Also, the Doctor only goes to the PRCC once a month, it should be once a week to check the list for the patients." (PRCC)

"When it is apparent that my family member is starting to get a bladder infection they shouldn't have to wait over a week before antibiotics are started."

"No visit from Doctor when required." (SCCC)

References

(1) Health Quality Council of Alberta. Alberta Long Term Care Family Experience Survey. Alberta, November 2011. Available at: http://publications.hqca.ca/preview/175

(2) Whitehead H, May D, Agahi H (2007). An exploratory study into the factors that influence patients' perceptions of cleanliness in an acute NHS trust hospital. Journal of Facilities Management, 5(4), 275 – 289.

Appendix A: Respondent Response Rate

Table A.1

	Respondents	Eligible Respondents	Estimated Response Rate
Cypress Health Region	230	428	54%
Maple Creek	15	35	43%
Ponteix	22	30	73%
Gull Lake	16	30	53%
Herbert	17	36	47%
Cabri	6	17	35%
Prairie Pioneers Lodge	21	38	55%
Palliser Regional Care Centre	39	84	47%
Mankota	9	15	60%
Swift Current Care Centre	24	57	42%
Shaunavon	19	32	59%
Leader	18	30	60%
Eastend	14	24	58%
Facility not identified	10		

Appendix B: Quality of Care Indicator Results by Facility

Table B.1

Indicator	Maple Creek			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	56%	58%	60%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	74%	86%	86%	81%
I *Always* saw the nurses and aides treat my family member with kindness	63%	86%	86%	79%
I *Always* felt that the nurses and aides really cared about my family member	74%	76%	79%	70%
My family member *Always* looked and smelled clean	53%	48%	57%	58%
My family member's pain was *Always* well-controlled	n/a	65%	69%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	83%	85%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	63%	71%	73%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	69%	82%	73%	72%
My family member's room *Always* looked and smelled clean	68%	76%	71%	63%
Public areas of the care facility *Always* looked and smelled clean	68%	76%	71%	68%
I was happy with the care my family member received at the care facility	79%	90%	93%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	57%	54%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	57%	54%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	50%	67%	67%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	78%	88%	92%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	39%	43%	21%	41%
I would *Definitely* recommend this care facility to others	61%	57%	64%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	33%	24%	14%	27%

Table B.2

Indicator	Ponteix			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	100%	85%	86%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	86%	94%	86%	81%
I *Always* saw the nurses and aides treat my family member with kindness	57%	94%	86%	79%
I *Always* felt that the nurses and aides really cared about my family member	43%	83%	68%	70%
My family member *Always* looked and smelled clean	43%	61%	64%	58%
My family member's pain was *Always* well-controlled	n/a	63%	65%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	77%	86%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	20%	88%	72%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	40%	94%	67%	72%
My family member's room *Always* looked and smelled clean	43%	78%	77%	63%
Public areas of the care facility *Always* looked and smelled clean	71%	78%	68%	68%
I was happy with the care my family member received at the care facility	71%	94%	91%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	72%	75%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	72%	80%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	-	73%	45%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	86%	88%	83%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	29%	72%	62%	41%
I would *Definitely* recommend this care facility to others	75%	83%	73%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	14%	50%	41%	27%

Table B.3

Indicator	Gull Lake			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	60%	60%	78%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	92%	83%	75%	81%
I *Always* saw the nurses and aides treat my family member with kindness	77%	70%	67%	79%
I *Always* felt that the nurses and aides really cared about my family member	69%	58%	58%	70%
My family member *Always* looked and smelled clean	77%	67%	58%	58%
My family member's pain was *Always* well-controlled	n/a	36%	73%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	67%	73%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	91%	55%	56%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	83%	67%	100%	72%
My family member's room *Always* looked and smelled clean	77%	67%	75%	63%
Public areas of the care facility *Always* looked and smelled clean	62%	83%	75%	68%
I was happy with the care my family member received at the care facility	92%	83%	100%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	58%	83%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	45%	83%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	78%	57%	83%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	100%	80%	82%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	54%	27%	54%	41%
I would *Definitely* recommend this care facility to others	92%	50%	85%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	31%	27%	31%	27%

Table B.4

Indicator	Herbert			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	75%	54%	31%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	85%	71%	65%	81%
I *Always* saw the nurses and aides treat my family member with kindness	85%	53%	71%	79%
I *Always* felt that the nurses and aides really cared about my family member	69%	59%	63%	70%
My family member *Always* looked and smelled clean	67%	41%	71%	58%
My family member's pain was *Always* well-controlled	n/a	27%	62%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	54%	64%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	73%	38%	45%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	91%	69%	64%	72%
My family member's room *Always* looked and smelled clean	83%	56%	65%	63%
Public areas of the care facility *Always* looked and smelled clean	67%	69%	82%	68%
I was happy with the care my family member received at the care facility	85%	88%	76%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	50%	81%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	33%	73%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	67%	56%	25%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	45%	42%	50%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	54%	24%	29%	41%
I would *Definitely* recommend this care facility to others	67%	59%	65%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	15%	29%	35%	27%

Table B.5

Indicator	Prairie Pioneer Lodge			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	76%	76%	83%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	89%	73%	85%	81%
I *Always* saw the nurses and aides treat my family member with kindness	94%	77%	85%	79%
I *Always* felt that the nurses and aides really cared about my family member	72%	68%	75%	70%
My family member *Always* looked and smelled clean	61%	48%	70%	58%
My family member's pain was *Always* well-controlled	n/a	50%	59%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	88%	86%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	75%	80%	72%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	88%	75%	89%	72%
My family member's room *Always* looked and smelled clean	67%	50%	60%	63%
Public areas of the care facility *Always* looked and smelled clean	56%	65%	65%	68%
I was happy with the care my family member received at the care facility	82%	79%	85%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	37%	32%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	45%	40%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	64%	63%	86%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	83%	68%	88%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	39%	33%	60%	41%
I would *Definitely* recommend this care facility to others	94%	62%	75%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	24%	30%	32%	27%

Table B.6

Indicator	Palliser Regional Care Centre			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	56%	48%	42%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	70%	70%	67%	81%
I *Always* saw the nurses and aides treat my family member with kindness	66%	75%	61%	79%
I *Always* felt that the nurses and aides really cared about my family member	52%	58%	56%	70%
My family member *Always* looked and smelled clean	52%	48%	36%	58%
My family member's pain was *Always* well-controlled	n/a	42%	47%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	57%	48%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	63%	46%	46%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	82%	63%	61%	72%
My family member's room *Always* looked and smelled clean	42%	38%	39%	63%
Public areas of the care facility *Always* looked and smelled clean	52%	39%	47%	68%
I was happy with the care my family member received at the care facility	76%	72%	66%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	19%	20%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	13%	24%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	26%	35%	50%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	67%	59%	57%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	33%	30%	29%	41%
I would *Definitely* recommend this care facility to others	57%	42%	37%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	24%	18%	21%	27%

Table B.7

Indicator	Mankota			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	100%	67%	67%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	89%	89%	78%	81%
I *Always* saw the nurses and aides treat my family member with kindness	89%	67%	78%	79%
I *Always* felt that the nurses and aides really cared about my family member	89%	78%	67%	70%
My family member *Always* looked and smelled clean	67%	67%	89%	58%
My family member's pain was *Always* well-controlled	n/a	88%	75%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	89%	75%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	83%	86%	71%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	100%	86%	71%	72%
My family member's room *Always* looked and smelled clean	100%	89%	89%	63%
Public areas of the care facility *Always* looked and smelled clean	89%	100%	78%	68%
I was happy with the care my family member received at the care facility	100%	78%	89%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	89%	78%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	66%	56%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	71%	57%	67%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	100%	75%	86%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	56%	78%	44%	41%
I would *Definitely* recommend this care facility to others	89%	89%	78%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	22%	56%	44%	27%

Table B.8

Indicator	Swift Current Care Centre 2011	Swift Current Care Centre 2012	Swift Current Care Centre 2013	Cypress Health Region 2013
I *Always* found a nurse or aide when I wanted one	63%	53%	40%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	65%	77%	82%	81%
I *Always* saw the nurses and aides treat my family member with kindness	64%	73%	91%	79%
I *Always* felt that the nurses and aides really cared about my family member	61%	59%	77%	70%
My family member *Always* looked and smelled clean	35%	64%	45%	58%
My family member's pain was *Always* well-controlled	n/a	37%	52%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	67%	72%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	60%	53%	68%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	65%	68%	53%	72%
My family member's room *Always* looked and smelled clean	30%	45%	43%	63%
Public areas of the care facility *Always* looked and smelled clean	35%	45%	35%	68%
I was happy with the care my family member received at the care facility	82%	73%	81%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	23%	26%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	24%	17%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	59%	56%	56%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	64%	57%	63%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	22%	18%	17%	41%
I would *Definitely* recommend this care facility to others	55%	50%	39%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	13%	9%	9%	27%

Table B.9

Indicator	Shaunavon			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	61%	70%	71%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	73%	87%	89%	81%
I *Always* saw the nurses and aides treat my family member with kindness	78%	87%	84%	79%
I *Always* felt that the nurses and aides really cared about my family member	82%	80%	74%	70%
My family member *Always* looked and smelled clean	57%	80%	68%	58%
My family member's pain was *Always* well-controlled	n/a	50%	47%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	91%	76%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	60%	64%	56%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	85%	93%	76%	72%
My family member's room *Always* looked and smelled clean	78%	93%	68%	63%
Public areas of the care facility *Always* looked and smelled clean	87%	87%	89%	68%
I was happy with the care my family member received at the care facility	83%	100%	78%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	66%	47%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	66%	50%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	67%	71%	50%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	91%	64%	93%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	61%	33%	39%	41%
I would *Definitely* recommend this care facility to others	78%	67%	63%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	18%	14%	22%	27%

Table B.10

Indicator	Leader			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	50%	71%	55%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	82%	89%	100%	81%
I *Always* saw the nurses and aides treat my family member with kindness	82%	89%	89%	79%
I *Always* felt that the nurses and aides really cared about my family member	73%	56%	89%	70%
My family member *Always* looked and smelled clean	64%	67%	61%	58%
My family member's pain was *Always* well-controlled	n/a	60%	75%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	89%	75%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	50%	71%	71%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	80%	71%	79%	72%
My family member's room *Always* looked and smelled clean	91%	78%	78%	63%
Public areas of the care facility *Always* looked and smelled clean	73%	78%	83%	68%
I was happy with the care my family member received at the care facility	82%	89%	83%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	55%	72%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	67%	67%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	56%	43%	64%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	82%	100%	94%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	45%	13%	59%	41%
I would *Definitely* recommend this care facility to others	60%	88%	76%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	55%	38%	28%	27%

Table B.11

Indicator	Eastend			Cypress Health Region
	2011	2012	2013	2013
I *Always* found a nurse or aide when I wanted one	71%	78%	56%	60%
I *Always* saw the nurses and aides treat my family member with courtesy and respect	88%	90%	86%	81%
I *Always* saw the nurses and aides treat my family member with kindness	75%	70%	79%	79%
I *Always* felt that the nurses and aides really cared about my family member	75%	50%	64%	70%
My family member *Always* looked and smelled clean	63%	80%	64%	58%
My family member's pain was *Always* well-controlled	n/a	75%	64%	60%
The facility staff *Always* did everything they could to help my family member with his/her pain	n/a	89%	64%	71%
I *Always* got the information about my family member from the nurse or aide as soon as I wanted	80%	67%	60%	62%
Nurses and aides *Always* explained things in a way that was easy to understand	100%	78%	80%	72%
My family member's room *Always* looked and smelled clean	100%	100%	79%	63%
Public areas of the care facility *Always* looked and smelled clean	100%	90%	86%	68%
I was happy with the care my family member received at the care facility	100%	100%	100%	83%
The quality of my family member's meals were *Very Good or Excellent*	n/a	40%	71%	52%
The variety of my family member's meals were *Very Good or Excellent*	n/a	40%	64%	51%
I was *Always* involved as much as I wanted to be in the decisions about my family member's care	-	43%	50%	59%
My family member is involved in activities that meet the full potential of their current abilities and interests	88%	83%	100%	78%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	63%	70%	57%	41%
I would *Definitely* recommend this care facility to others	88%	100%	86%	63%
I *Always* felt that there were enough nurses and aides in the care facility where my family member lives	38%	20%	36%	27%